

SGS AUSTRALIA PTY LTD

Innovate Reconciliation Action Plan

NOVEMBER 2021 – NOVEMBER 2023





Acknowledgement of Country

SGS Australia acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples.

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Women out bush gathering food by Sheila Humphries

The artwork and the artist

Sheila Humphries is an acclaimed artist, storyteller and educator. Her artwork is displayed internationally. One of her artworks is included in the Guinness Book of World Records as the largest piece of Aboriginal art. She was raised on the New Norcia Mission, 130kms north of Perth. Sheila was twice taken from the care of her mother. The first time was at the age of three and the second at age seven. Sheila has connected with her family, history and traditional culture through the learning of and practice of Aboriginal painting.

Today Sheila continues to use her art to promote understanding, healing and reconciliation. In partnership with Sheila Humphries and Cohealth (Billabong BBQ), Sheila has kindly provided her artwork for display at SGS offices in Queensland, South Australia, Victoria, New South Wales and Western Australia. SGS staff continue to support Sheila with purchase of her paintings. Sheila kindly donates part of the money to Cohealth.



Statement from our Managing Director

It has been a pleasure to spend time reviewing the actions taken on our Reflect RAP over the past two years.

Reflecting on how much I've learned personally, the engagement we've had from an organisational perspective and the stories that various Aboriginal and Torres Strait Islander peoples have so generously shared has been a moving and engaging experience.

As a Managing Director, it has been a privilege and a joy to be leading the organisation through a journey of reconciliation. Through learning about the long and ancient culture of the First Peoples of Australia, we grow in understanding, respect and admiration for their relationship with the land.

The Reflect RAP we've been working on has introduced us to languages, music, customs, aquaculture techniques and stories.

Our multi-cultural workforce has responded in different ways. For many of our team, who have come to Australia from overseas, they have been able to engage with their children on their syllabus and share their own learnings.

Others have grown in compassion and understanding. For myself I have been inspired to continue with our journey of reconciliation and learning, to share my feelings of joy and sadness that come with hearing the stories of Aboriginal and Torres Strait Islander peoples with the team and my family.

YVONNE DICKSON

MANAGING DIRECTOR
SGS AUSTRALIA

Statement from Reconciliation Australia

Reconciliation Australia commends SGS Australia on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful, and impactful RAP outcomes into the future.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

This Innovate RAP is both an opportunity and an invitation for SGS Australia to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, SGS Australia will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of relationships, respect, and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

With close to 3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. SGS Australia is part of a strong network of more than 1,100 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals SGS Australia's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations SGS Australia on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

KAREN MUNDINE

CHIEF EXECUTIVE OFFICER
RECONCILIATION AUSTRALIA



Our Vision for Reconciliation

At SGS our vision is to inspire a more united and respectful Australia where understanding of Aboriginal and Torres Strait Islander cultures is valued and shared by all.

"From little things big things grow" goes the chorus of Paul Kelly's 1991 song about Aboriginal and Torres Strait Islander peoples' struggle for land rights. It is the spirit of this lyric that is at the heart of our vision for our SGS' Reconciliation Action Plan. For our team, who are perhaps learning about Aboriginal and Torres Strait Islander peoples for the first time, or for those who have had limited exposure to the long, diverse and fascinating cultures of Australia's First Nations, this RAP is part of the journey of appreciation, respect and understanding.

With our Innovate RAP, we are aiming to achieve greater representation in our workforce of First Nations peoples and with that, greater opportunities through traineeships and career pathways for advancement within SGS. We remain committed to continuous improvement in the reach of our educational activities for our team who have a genuine appetite for learning about First Nations peoples cultures and practices (2020 diversity and inclusion data survey feedback). We are implementing a core leadership programme centred on inclusive leadership as we aim to both develop our leaders and best equip our organisation to be supportive and welcoming.

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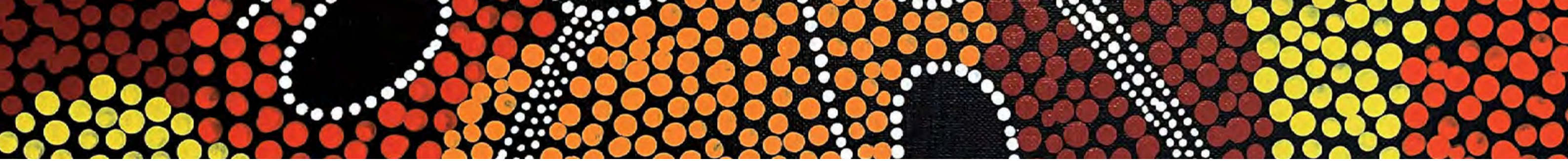
Our aim for our team in developing this Innovate RAP is to have it be:

- the foundation of a connection with their children's cultural curriculum,
- the start of understanding about ancient and sophisticated land management practices,
- a journey of self-discovery in leading in a deliberately inclusive way,
- a new experience of art and culture, and
- an opening up to meaningful relationships our team members may not have had.

Each little thing we learn about First Nations cultures, the relationships we build and new employees we welcome, enriches our organisation, us as individuals and creates a wider circle of understanding, equality and respect. We trust our RAP will grow toward an ever more positive and meaningful community for all Australians.

GAYE HENNESSEY

GENERAL MANAGER
CORPORATE SERVICES



Women out bush gathering food by Sheila Humphries

Women out bush gathering food by Sheila Humphries

OUR BUSINESS

We are SGS – the world’s leading testing, inspection and certification company. We are recognised as the global benchmark for quality and integrity. Our 93,000 employees operate a network of 2,600 offices and laboratories, working together to enable a better, safer and more interconnected world.

With our global presence and local expertise we provide specialised solutions to enable faster, simpler and more efficient operations.



SGS IN AUSTRALIA

SGS Australia is actively working to grow its current base of 26 Aboriginal and Torres Strait Islander peoples across its team of over 1,300 people. Our Australian network comprises more than 50 offices and laboratories located across regional and metropolitan areas in all major States. Major Australian locations are shown below. We recognise our network offers potential to assist Aboriginal and Torres Strait Islander peoples and other communities and we will continue to explore ways to do so.





Women out bush gathering food by Sheila Humphries

OUR VALUES

We seek to be characterised by our passion, integrity, entrepreneurialism and our innovative spirit, as we continually strive to fulfil our vision. These values guide us in all that we do and are the bedrock upon which our organisation is built.

OUR VISION

We aim to be the most competitive and the most productive service organisation in the world. Our core competencies in inspection, verification, testing and certification are being continuously improved to be best-in-class. They are at the heart of what we are. Our chosen markets are and will be determined by our ability to be the most competitive and to consistently deliver unequalled service to our customers.

OUR BUSINESS PRINCIPLES

The SGS business principles are the cornerstone on which all of our activity rests. They are held to be fundamental, overarching beliefs and behaviours that guide our decisions and allow us to embody the SGS brand in everything we do. SGS is amongst the long list of Australian organisations committed to building and supporting diverse and inclusive workplaces. We recognise the benefits that diversity brings and believes that our differences maximise our ability to meet organisational goals. We believe that fostering diversity at all levels allows the business to provide greater alignment to customer needs, improve creativity and innovation and support the development of an enhanced talent pipeline for key and future roles by enabling access to a broader pool of talent. SGS is committed to holistic diversity and inclusion which embodies Gender Diversity, engagement of Aboriginal and Torres Strait Islander peoples, and an inclusive culture with respect to gender, age, race, disability, sexual orientation, cultural background, religion, family responsibilities or any other area of potential difference.

OUR SPHERE OF INFLUENCE

SGS' stakeholders are the ultimate beneficiaries of our effort. We recognise our long-term success depends on our capacity to deliver sustainable value to them all.

We understand and value our potential to positively influence and shape our Australian community through a culturally diverse, sizable and geographically spread team.

Our team has the potential to both drive and accelerate equality and diversity within SGS through their touch points with clients, suppliers, the community, and their close interactions with friends and family. SGS continues to commit to equality, diversity and doing what we can as an organisation to promote a full understanding of the impact of colonisation, marginalisation, past policies and practises directed towards Aboriginal and Torres Strait Islander peoples. Through the investment in our people and our RAP activities, we have set ourselves the goal to have a 1% increase year on year with the aim to reach 5% of our workforce identifying as Aboriginal and Torres Strait Islander people by July 2023.

Our investors rightly expect socially responsible and sustainable best practise. Our senior management team across all areas of our business reinforce these values through their commitment and active engagement. SGS have suitably aligned practises through our Code of Integrity, Diversity and Inclusion strategy and other allied policies. Our Human Resource and Procurement functions will continue to play a key part increasing equality and engagement with Aboriginal and Torres Strait Islander peoples. We will focus on increased levels of Aboriginal and Torres Strait Islander staff, trainees and suppliers.

SGS will champion and support our reconciliation and allied social causes via the RAP Working Group who guide our efforts and accelerate progress.

SGS suppliers, are valued and integral partners in our supply chain. Our success hinges not only in the successful delivery of their products and services, but through their demonstrated commitment to aligned social and sustainable goals. Our social and sustainable procurement policies ensure our partners continue to work with us on the journey of reconciliation and equality for all members of our community.

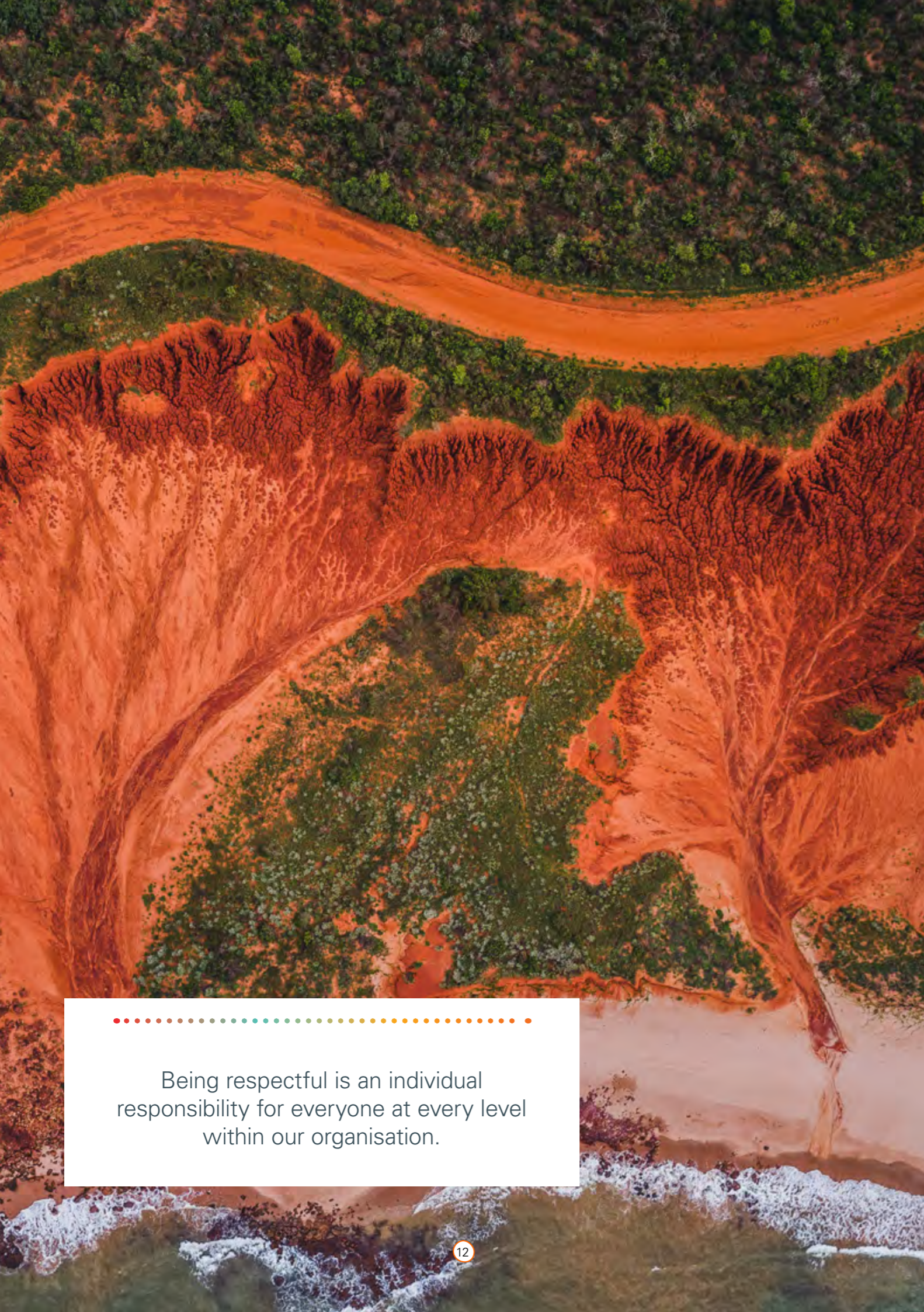
SGS offers services across a diverse range of industries, customers and consumers. Our customer base includes small businesses to large multinationals. Customers are increasingly showing commitment to reconciliation through shared objectives and others tailored to their respective spheres of influence. We support our mutual reconciliation objectives with our customers through association and supply to them.

SGS supports local communities under the banner of our Value to Society program. SGS plays a small part towards helping Aboriginal and Torres Strait Islander peoples and other communities in need of support e.g. Wirrpanda Foundation Gala Fundraiser Event – the Wirrpanda Foundation supports the provision of education, employment and business opportunities for Aboriginal and Torres Strait Islander Australians.

OTHER INFLUENTIAL ORGANISATIONS

SGS will continue to stay in tune with Government and other foundations that help shape our values and policies that guide SGS' operational practises for equality and other social practises. We provide an environment where employees can thrive. We are also committed to positive interaction across all our touch points - clients, third party service providers and the wider community. Our Respect Policy describes our fundamental objective to treat all people fairly. Being respectful is an individual responsibility for everyone at every level within our organisation. We are committed to respecting Human Rights and providing a working environment founded on dignity, equal opportunities and mutual respect for all. We aim to provide diversity in our workforce with zero tolerance for discrimination of any kind.

SGS are proud members of the Diversity Council of Australia. Our staff participate in programs and webinars hosted by Diversity Council Australia, Human Rights Commission Australia and other groups who are at the forefront of equality in Australia. These leading external bodies continue to shape our policies and activities with their invaluable input.



Women out bush gathering food by Sheila Humphries

Our RAP

WHY RECONCILIATION IS IMPORTANT TO SGS

For SGS, reconciliation allows our business and our team an opportunity to rebuild trust, respect and equity that has been fractured during Australia's short, shared history with Aboriginal and Torres Strait Islander peoples. We are committed to growing our understanding, value and respect of Aboriginal and Torres Strait Islander cultures and the rich lessons we can learn. We will be able to harmoniously co-exist, better look after the land and thrive as a unified proud community through stronger relationships.

SGS' strong and increasing focus on diversity and inclusion embraces equality and equity for all members of society. We accept the wrongs of the past and the impact of these wrongs. Through continued work towards a more diverse workforce, we will progressively achieve more cultural balance and deeper understanding. We recognise that a rich and diverse team will not only create equal opportunities for all but improve our ties with each other and the extent to which we can support our communities. Diversity will enhance SGS' operational agility, adaptability and performance through incorporating different perspectives and ideas. We can strengthen and expand our supply base by growing the number of Aboriginal and Torres Strait Islander suppliers, and the diversity of SGS' product and service offerings.

We have the potential to support the reconciliation objectives of our customers, with the influence to drive supplier commitment to reconciliation, because we are a leading provider of services globally and across Australia. SGS' size, footprint, and commitment to social sustainability places us in prime position to help disadvantaged communities and others in need. We will better align social initiatives to the specific needs of Aboriginal and Torres Strait Islander peoples through reconciliation work and strengthened ties with Aboriginal and Torres Strait Islander communities.

SGS takes pride in its globally acknowledged accolades in environmental sustainability. We share the commitment of First Nations peoples to look after our land for this generation and all the generations to come. Though SGS continues to make a positive contribution to a sustainable world, we have much to learn from Australia's First Peoples in terms of land management practices. We look forward to a continuing relationship with Aboriginal and Torres Strait Islander peoples so we can work together to improve our environmental footprint and the sustainability of our land.

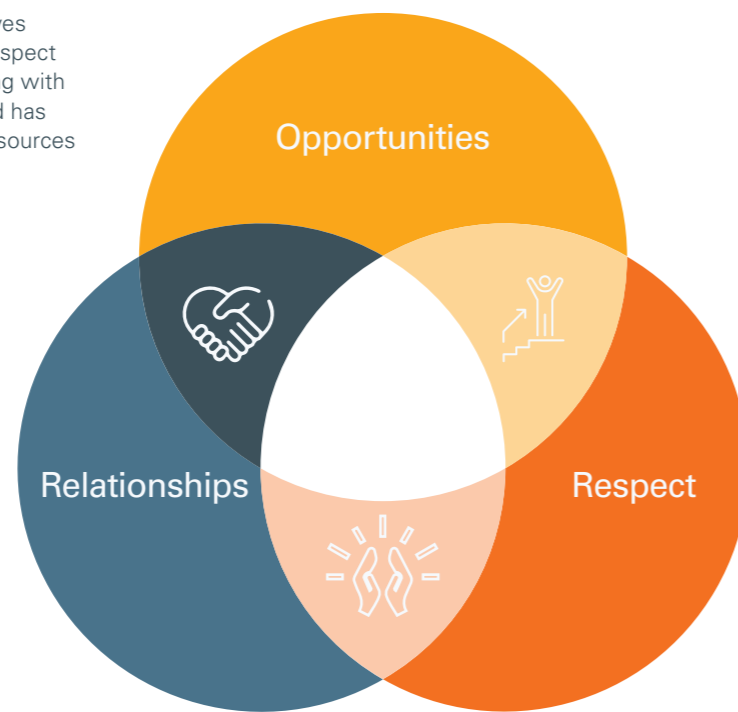
Our Innovate RAP will mark the second major milestone in SGS' reconciliation journey. It builds on our Reflect RAP, which began in 2018. Our Innovate RAP will provide a clear roadmap to strengthen existing ties with Aboriginal and Torres Strait Islander communities and organisations and to build new relationships. We respect that impactful long-lasting transformation does not happen overnight. Our Innovate RAP will allow our people to improve their knowledge and cultural awareness of Aboriginal and Torres Strait Islander and other peoples. It will also form a foundation to inform and guide our future reconciliation and RAP commitments.



Being respectful is an individual responsibility for everyone at every level within our organisation.

SGS' APPROACH TO RECONCILIATION

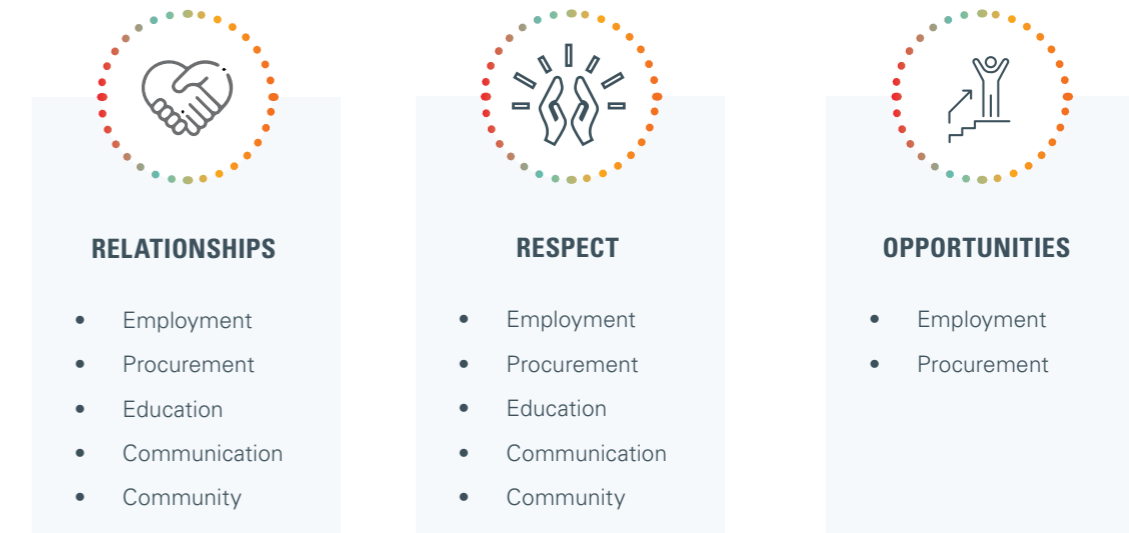
Reconciliation Australia's reconciliation objectives are enshrined in three pillars, Relationships, Respect and Opportunities. SGS is committed to aligning with our country's shared visions and objectives and has therefore aligned its reconciliation plans and resources to these three pillars.



Whilst maintaining alignment with Reconciliation Australia's reconciliation pillars, we have introduced an additional sub-level of objectives to guide our reconciliation work and frame our resources. This has been achieved through 'sub-pillars' for increased granularity and alignment to our organisational functions. Reconciliation at SGS is structured around five sub-pillars, Employment, Procurement, Education, Community and Communication. Within SGS, these sub-pillars will promote improved clarity of reconciliation objectives, progress and tracking to deliverables.



Alignment to the reconciliation pillars defined by Reconciliation Australia is described below.



We will focus on developing and strengthening relationships with Aboriginal and Torres Strait Islander peoples within our sphere of influence. SGS' reach is broad and will span most of Australia. Through close collaboration with First Nations peoples and organisations, SGS' communication, community and education pillars will increase our learning about the richness of their cultures and values. Knowledge transfer across our wider operation will be delivered by a collaborative mix of First Nations peoples, our reconciliation team and other aligned individuals and groups outside SGS. Learnings about First Nations peoples and cultures will inform employment and procurement policies and our work to develop and strengthen relationships with First Nations through increased employment, training and supply opportunities.

Increased respect for First Nations peoples and cultures will be engendered across SGS' reconciliation team and our wider business. This will be achieved by the ongoing work of our reconciliation team and their ongoing close collaboration and learning from Aboriginal and Torres Strait Islander peoples. Our team's learnings will permeate our organisation. We will work with First Nations peoples, other individuals and support groups to educate our wider SGS team about First Nations peoples, cultures and histories. Increased respect will form the bedrock for improved levels of diversity, inclusion and equity across SGS and our wider Australian community.

Through close collaboration with First Nations peoples and organisations, SGS' communication, community and education pillars will increase our learning about the richness of their cultures and values.

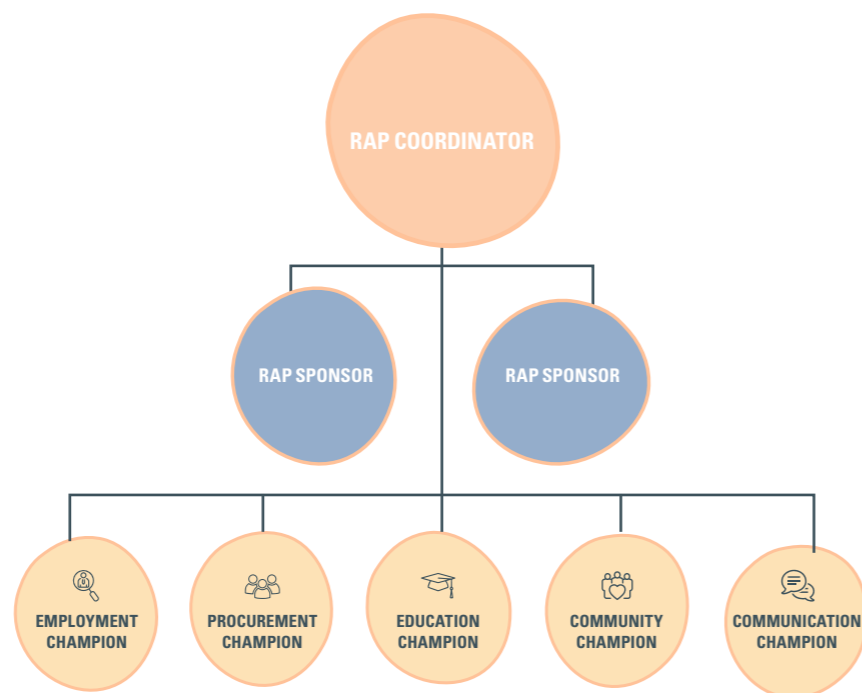


Women out bush gathering food by Sheila Humphries

OUR RECONCILIATION CHAMPIONS

Our Innovate RAP Working Group (RWG) comprises SGS employee volunteers with a passion to be actively involved in reconciliation. We continue to have an increasingly positive response from a diverse range of individuals across the business and the country, including Aboriginal & Torres Strait Islander peoples. We are proud of all members of our RWG who have personally expressed their passion and interest in supporting SGS' work towards reconciliation.

The SGS Australia and global leadership teams support reconciliation and the focussed approach made possible through the guidance of Reconciliation Australia and the Reconciliation Action Plan framework. Each reconciliation pillar is appropriately resourced with a pillar champion and support team members. Our pillar champions drive, execute and communicate the pillar plans and progress.



We encourage volunteers to join our RWG in areas of interest to support our Pillar Champions. We carefully on-board volunteers with the right level of passion, commitment and capacity to support our contribution to reconciliation. The table below summarises the goals and objectives of the relevant pillars. Detailed deliverables are included in the deliverables section.

PILLAR	RESPONSIBILITIES
Employment	<ul style="list-style-type: none"> Encourage Aboriginal and Torres Strait Islander employment through appropriate use of available channels, venues, platforms and job advertisements Increase the number and retention of Aboriginal and Torres Strait Islander SGS staff and trainees Increase the conversion of Aboriginal and Torres Strait Islander trainees to full-time Aboriginal and Torres Strait Islander appointments Refine HR Policies – Diversity & Inclusion, Reconciliation Participate in RAP Working Group progress meetings, events planning, sharing progress against our RAP for inclusion in progress reports to Reconciliation Australia and for inclusion in our next RAP.
Procurement	<ul style="list-style-type: none"> Investigate potential Aboriginal and Torres Strait Islander Supply & Service Partners Grow SGS' database of approved Aboriginal and Torres Strait Islander Supply & Service partners Promote wider use of approved Aboriginal and Torres Strait Islander Supply & Service partners across SGS Participate in RAP Working Group progress meetings, events planning, sharing progress against our RAP for inclusion in progress reports to Reconciliation Australia and for inclusion in our next RAP.
Education	<ul style="list-style-type: none"> Learn from Aboriginal and Torres Strait Islander peoples, communities and guiding bodies Learn through participation in cultural events and other programs Transfer knowledge to wider SGS team Develop Learning Programs Participate in RAP Working Group progress meetings, events planning, sharing progress against our RAP for inclusion in progress reports to Reconciliation Australia and for inclusion in our next RAP.
Community	<ul style="list-style-type: none"> Build relationships with Aboriginal and Torres Strait Islander partners Enrich SGS' understanding of Aboriginal and Torres Strait Islander cultures, values and practices Learn from Aboriginal and Torres Strait Islander communities about their needs Transfer cultural understanding and learning to wider SGS team Participate in RAP Working Group progress meetings, events planning, sharing progress against our RAP for inclusion in progress reports to Reconciliation Australia and for inclusion in our next RAP.
Communication	<ul style="list-style-type: none"> Regular communication across SGS using a range of communication media. Communication will include articles and information about cultural events & activities, key dates on the Aboriginal and Torres Strait Islander calendar and changes to our RAP Working Group Assist with regular feedback to SGS Australia's senior management team and wider team about our progress against Innovate RAP commitments Assist with design and packaging of RAP and other reconciliation documents



PARTNERS AND CONSULTANTS

We will continue to network with peak bodies committed to diversity, inclusion and reconciliation. Through association, SGS' policy and practice will evolve and remain aligned to societal needs and best practice.



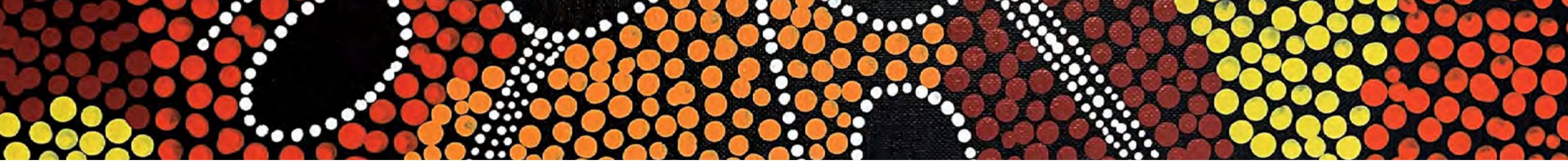
ABORIGINAL AND TORRES STRAIT ISLANDER SUPPLY PARTNERS

SGS will grow its pool of First Nations suppliers. Potential and current Aboriginal and Torres Strait Islander suppliers to SGS include:

- Hazrad is a waste management service provider to SGS and Supply Nation accredited.
- COS, supplier for office supplies is exclusive distributor of Muru Group stationery. Muru is a Supply Nation certified business. They commit 15% of profits towards Aboriginal and Torres Strait Islander community initiatives. Approximately 4% of SGS' purchase from COS are from the Muru range.
- SGS are currently screening these Supply Nation suppliers:
 - Yakeen Safety – for the supply of personal protective equipment.
 - Kalyu – for the supply of laboratory chemicals, which are a major consumable used across our laboratories.

SGS work with the following providers of staff and trainees:

- Ochre Recruitment - we are working to expand Aboriginal and Torres Strait Islander labour hire through Ochre.
- RAW Recruitment is another supplier of Aboriginal and Torres Strait Islander staff and trainees.
- MEGT supports SGS with Aboriginal and Torres Strait Islander trainees - In 2020 SGS partnered with MEGT to recruit three Aboriginal and Torres Strait Islander Trainees into our Perth Airport office. These trainees have completed/are completing Certificates in Business Administration. This program has been mutually beneficial. It has provided training and work experience for trainees and led to trainees moving on to permanent roles within SGS.



Women out bush gathering food by Sheila Humphries

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ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERS TO SGS

SGS has already forged wonderful ties with a few remarkable Aboriginal and Torres Strait Islander peoples and groups. The integrity of these relationships signals continued collaborative social work for Aboriginal and Torres Strait Islander peoples. Established and new ties will continue to guide our reconciliation work during the Innovate phase and beyond. SGS association will involve consultation and engagement with Aboriginal and Torres Strait Islander Partners during SGS' celebration of important milestones on the Aboriginal and Torres Strait Islander calendar.

SHEILA HUMPHRIES

is an acclaimed artist, storyteller and educator. Her artwork is displayed internationally. One of her artworks is included in the Guinness Book of World Records as the largest piece of Aboriginal art. She was raised on the New Norcia Mission, 130kms north of Perth. Sheila was twice taken from the care of her mother. The first time was at the age of three and the second at age seven. Sheila has connected with her family, history and traditional culture through the learning of and practice of Aboriginal painting. Today Sheila continues to use her art to promote understanding, healing and reconciliation. In partnership with Sheila Humphries and Cohealth (Billabong BBQ), Sheila has kindly provided her artwork for display at SGS offices in Queensland, South Australia, Victoria, New South Wales and Western Australia. SGS staff continue to support Sheila with purchase of her paintings. Sheila kindly donates part of the money to Cohealth.



SHAUN NANNUP

is a local Noongar Elder. He is known for his extensive knowledge on wellbeing, and holistic, spiritual healing techniques. Shaun uses his knowledge of culture, and Noongar spirituality to assist people with healing, and gaining insight into their mental health. He's been actively facilitating workshops since 2010, most recently as guest speaker and panellist at SGS' 2020 NAIDOC Week event. His organisation Wisdom in your life focuses on psychological and Aboriginal ways of healing. Shaun has also done a TEDx Talk called Freedom.



NELLIE BINMAARUS

is a Bardi Nyul Nyul woman from the Dampier Peninsula in the Kimberley and a health worker with CoHealth. SGS has developed a close relationship with Cohealth and Nellie, which was initially forged through SGS volunteering at the Billabong BBQ. CoHealth and the Red Cross co-host the weekly program. This is a weekly breakfast program for the Aboriginal and Torres Strait Islander community to gather in a culturally safe space and enjoy a free nutritious meal. The community access housing, health, recreation and other support services through the program. SGS has donated Christmas hampers and an iPad to support Nellie's commendable community work. Through our association with Cohealth, Elders have shared their stories with us, particularly about their longevity with the program and what it means to them. This has deepened our cultural understanding and shaped ideas of how SGS can support and add value to our Aboriginal and Torres Strait Islander community.



STAN YARRAMUNUA

We had Stan Yarramunua a Wathaurong man (north west Victoria) who is an internationally renowned artist and performer talk to us. He played the Didgeridoo, informed us about his Aboriginal culture and the deep relationship that Aboriginal people have with the land or Country to which they belong. He answered lots of questions from our team and really enjoyed meeting our team and being part of our journey of understanding. We have much to learn from the longest living continuous culture on the planet.



OUR RAP JOURNEY

For our team at SGS the RAP has been an engaging and interesting journey of discovery. Many of our team are being introduced to Aboriginal and Torres Strait Islander culture for the first time. It's been a journey of discovery which at times has been emotional and at other times fun and fascinating. Hearing the stories of the Stolen Generation was moving and brought to light the generational trauma experienced by so many. Learning about the sounds of the Didgeridoo, practicing language, walking tours and getting involved with school kids and communities has been fun and rewarding. Our RAP team is a cohesive and energetic group made up of all levels in the business including Aboriginal and Torres Strait Islander team members. Our Managing Director has been a committed advocate of the RAP activity and has supported the committee's initiatives.

Highlights are shown in the image below:



We are elated to already see positive outcomes even though our reconciliation journey is still early. We've seen a steady increase in people across SGS who are genuinely interested in actively supporting our movement due to raised awareness. Our team is a lot stronger and better aligned to our reconciliation objectives. Our journey has seen us forge some good relationships with Aboriginal and Torres Strait Islander Elders, other influential people and community service organisations. These have helped shape our cultural appreciation and channel our community outreach programs. SGS' purchasing team draw reward from Supply Nation suppliers they've helped to identify and onboard. They appreciate the increased richness they will bring to SGS' services. They have an important role to play towards further growing our Aboriginal and Torres Strait Islander supply base and promoting their engagement across our Australian operation.

We are all excited to be moving to the Innovate stage of our RAP. We believe we can meaningfully contribute to a greater understanding of the rich and ancient culture of First Nations peoples. We will strengthen connections, increase equality, opportunities and unity across Australia through collaboration with our community partners.

KEY LEARNINGS

Our journey has seen profound and accelerated growth in awareness and appreciation of First Nations peoples and the pivotal role we each play toward an equitable, sustainable and unified Australia.

Reconciliation Australia's Reconciliation Action Plan (RAP) program provided the structure for alignment to our national movement and invaluable and prompt guidance through Reconciliation Australia's team. Close collaboration with Reconciliation Australia and related groups will ensure all organisations pull in the same direction and accelerate achievement of our nation's reconciliation objectives.

We continue to learn the importance of building relationships with Aboriginal and Torres Strait Islander stakeholders and employees.

A robust communication plan and regular communication with all SGS employees heightens awareness of our strategy and the importance of reconciliation. Varied and strong communication using a range of appropriate communication media supports the education of our team and promotes participation in SGS' exciting Aboriginal and Torres Strait Islander cultural events and programs. Our people are proud to learn of the great things we're collectively doing on a global scale towards environmental and social sustainable causes, and this awareness sparks further progress.

We recognise the importance of leading by example with visible commitment and active ongoing involvement of our senior leaders. Our Managing Director and two senior members of SGS' Operations Council play active key roles toward SGS' Reconciliation program. This concept filters down to all frontline staff being provided the opportunity to actively engage in RAP program activities.

We've seen the richness of ideas and outcomes through diversity on our RAP Working Group. It has been particularly important having First Nations peoples on our team. To develop a true understanding of Aboriginal and Torres Strait Islander peoples; their cultures, values and the untold pain they have endured, and what we must do to bridge the gap, can only be achieved through an Aboriginal and Torres Strait Islander lens.

Having SGS functional specialists directly involved in aligned RAP pillars has been very beneficial. Cases in point are Human Resources and Procurement personnel in employment and procurement pillars respectively. They have the expertise to effect progress in these areas with the know how to dovetail their reconciliation work with SGS' systems and applicable legislation.



Relationships

IMPORTANCE OF RELATIONSHIPS

Mankind is often so caught up in day-to-day material pursuits that we lose sight of the interconnection and interdependence that exists between all peoples. This tie extends to our deep connection to the land. For society to function we must work to restore unity in diversity. Social and sustainability goals require unified commitment and effort of all peoples - as individuals, groups and organisations we must work to repair damage to the environment and strengthen ties with all peoples.

Relationships will be strengthened, providing a better understanding of the value we each contribute to Australia through our rich spectrum of cultures. Our appreciation for all cultures will be achieved through an equally diverse SGS team, who each view life through a different lens. We will become more cohesive, grow in value and respect for each other by sharing our learnings across all peoples, Aboriginal and Torres Strait Islander and non-indigenous.

All stakeholders play an important part towards the realisation of business, environmental and community goals. SGS' team extends across the supply chain, embracing our workforce and external service providers. We will continue to forge relationships across supply chains with those who share our commitment to Reconciliation.

STRATEGIC ALIGNMENT TO RELATIONSHIPS

Success for SGS Australia is defined and guided by our 6 core Business Principles. In particular, Respect, Professionalism and Sustainability align with a commitment to build sound relationships within SGS and across all Australian cultural groups. SGS is deeply committed to making sure we treat all people equally and fairly through our Diversity & Inclusion Policy which also aligns with 'Relationships' and wider Reconciliation objectives.

ACTION	DELIVERABLE	TARGET COMPLETION DATE	RESPONSIBILITY
1 Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	APR 2022	Community Pillar Lead
	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	JUL 2022	Community Pillar Lead
	Share learnings from meeting with Aboriginal and Torres Strait Islander stakeholders with SGS Australia-wide	SEP 2022	Community Pillar Lead

ACTION	DELIVERABLE	TARGET COMPLETION DATE	RESPONSIBILITY
2 Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and Reconciliation materials to our staff.	MAY 2022 AND 2023	Communication Pillar Lead
	RAP Working Group members will participate in an external NRW event. Our team's geographic spread will see members attending a varied mix of 'live' and online events. This will increase our breadth of learning and build networks with a broader spectrum of like-minded groups and members across the country.	27 MAY - 3 JUN 2022 AND 2023	RWG Sponsors
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	MAY 2022 AND 2023	RWG Sponsors
	Organise at least one NRW event each year.	27 MAY - 3 JUN 2022 AND 2023	Community Pillar Lead
3 Promote Reconciliation through our sphere of influence.	Register all our NRW events on Reconciliation Australia's NRW website.	MAY 2022 AND 2023	RAP Coordinator
	Implement strategies to engage our staff in Reconciliation.	FEB 2022	Communication Pillar Lead
	Communicate our commitment to Reconciliation within wider SGS global organisation and publically, through engagement with the community, partner organisations and during participation in events.	JUN 2022 AND 2023	Communication Pillar Lead
	Explore opportunities to positively influence our external stakeholders to drive Reconciliation outcomes.	APR 2022	Communication Pillar Lead and Procurement Pillar Lead
	Collaborate with RAP and other like-minded organisations to develop ways to advance Reconciliation.	OCT 2022	Communication Pillar Lead, Community Pillar Lead and Education Pillar Lead
	Following investigation, include SGS' commitment to reconciliation and RAP in select SGS human resource documents and communications	MAR 2022	Employment Pillar Lead
	Encourage other partner organisations to develop a RAP	OCT 2022	Procurement Pillar Lead
4 Promote positive race relations through anti-discrimination strategies.	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	MAY 2022	Employment Pillar Lead
	Through internal communication, promote viewing of the Final Quarter and encourage discussion and feedback.	APR 2022	Communication Pillar Lead
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	AUG 2022	Employment Pillar Lead
	Develop, implement and communicate an anti-discrimination policy for our organisation.	OCT 2022	Employment Pillar Lead and Communication Pillar Lead
	Educate senior leaders on the effects of racism.	APR 2023	Employment Pillar Lead and Education Pillar Lead



Respect

WHY RESPECT MATTERS TO SGS

We commit to develop a culture of trust, shared sense of purpose and to increase all our stakeholder's understanding of the oldest living culture in the world. We will build awareness, understanding and respect for Aboriginal and Torres Strait Islander cultures and peoples by embracing the histories, knowledge and lessons they share through embedded cultural education and awareness. We understand it is fundamental to establishing and sustaining a diverse, inclusive and values-based community.

Educational programmes will enrich our learning and cultural events will enable us to connect and grow our community network. We will continue to adapt and refine our company policies, training and practices to promote equality and equity. This will see increased traineeships, employment and supplier opportunities for all people, but in particular for Aboriginal and Torres Strait Islander peoples.

STRATEGIC ALIGNMENT TO RESPECT

Respect is one of SGS' six core Business Principles. We respect human rights, and all take responsibility for creating a working environment that is grounded in dignity, equal opportunities and mutual respect. We promote diversity in our workforce and do not tolerate discrimination of any kind.

SGS BUSINESS PRINCIPLES



ACTION	DELIVERABLE	TARGET COMPLETION DATE	RESPONSIBILITY
5 Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation.	FEB 2022	Education Pillar Lead
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.	APR 2022	Education Pillar Lead
	Develop, implement and communicate a cultural learning strategy for our staff.	JUL 2022	Education Pillar Lead
	Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	APR 2023	Education Pillar Lead
	Investigate local cultural immersion opportunities for staff in select SGS office locations.	OCT 2022	Education Pillar Lead
6 Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	JUN 2022	Education Pillar Lead
	Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	OCT 2022	Education Pillar Lead and Communication Pillar Lead
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	OCT 2022	Education Pillar Lead and Communication Pillar Lead
	Continue to include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	APR 2022	Managing Director – SGS Australia/PNG
7 Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	RAP Working Group members will participate in an external NAIDOC Week event. Our team's geographic spread will see members attending a varied mix of 'live' and online events. This will increase our breadth of learning and build networks with a broader spectrum of like-minded groups and members across the country.	FIRST WEEK IN JUL 2022 AND 2023	RAP Sponsors
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	JUN 2022	Employment Pillar Lead
	Promote and encourage participation in external NAIDOC events to all staff.	FIRST WEEK IN JUL 2022 AND 2023	RAP Sponsors and Communication Pillar Lead



Opportunities

THE IMPORTANCE OF OPPORTUNITIES FOR FIRST NATIONS PEOPLES

We want to gain strong, loyal workforces grounded in cultural diversity by creating genuine jobs and career paths that foster retention and progression. We want to do this because:

- The benefits of cultural diversity cannot be underestimated. Increasing the cultural mix encourages innovation, new perspectives and awareness of business opportunities and boosts workplace satisfaction.
- It gives us access to talented people. We need to continue to find the right people for jobs, especially in labour shortages. Aboriginal and Torres Strait Islander communities provide capable and committed employees especially in more remote locations where we see skill scarcity.

- Being known as an employer who is progressive, inclusive and socially responsible attracts opportunities. Employer branding helps with attraction, engagement and retention.
- It broadens our scope of customers. If we are relatable, we will be more attractive to our customers which broadens our customer base and strengthens the variety and quality of our service offering.

For our Innovate RAP we want to build on our work to attract and place Aboriginal and Torres Strait Islander peoples in our organisation to a more holistic approach that focuses on 'on-the-job' support as well as retention and progression.



STRATEGIC ALIGNMENT TO OPPORTUNITIES

Equal opportunity for Aboriginal and Torres Strait Islander communities aligns to a range of SGS' deeply rooted values.

There is significant progress we need to make as a nation to close the health and safety gap between our Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander peoples. Equal opportunities will help to promote self-determination for First Nations peoples. We take the protection of the health and safety of our people and communities very seriously. Through the increased engagement with Aboriginal and Torres Strait Islander peoples, they will be afforded the same protection of their holistic physical and mental wellbeing.

Integrity is the bedrock upon which SGS was founded and continues to operate. Integrity underpins our commitment for a diverse and inclusive workforce and our allied objectives to our First Nations peoples.

Our view of sustainability extends beyond the traditional association with best environmental practices. At SGS, truly meaningful and 'sustainable' sustainability takes a holistic form – our operational and societal activities consider the impact we have on society and our initiatives to support and uplift communities. A deeply rooted ethos to 'give back' fuels SGS' value to society programs for Aboriginal and Torres Strait Islander and other members of the community.

ACTION	DELIVERABLE	TARGET COMPLETION DATE	RESPONSIBILITY
8 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	MAR 2022	Employment Pillar Lead
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	JUN 2022	Employment Pillar Lead
	Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	AUG 2022	Employment Pillar Lead
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	OCT 2022	Employment Pillar Lead
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	APR 2023	Employment Pillar Lead
	Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.	OCT 2023	Employment Pillar Lead
	Investigate promoting and supporting leadership pathways for Aboriginal and Torres Strait Islander staff	OCT 2023	Employment Pillar Lead
	9 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	FEB 2022
Investigate Supply Nation membership.		FEB 2022	Procurement Pillar Lead
Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.		APR 2022	Procurement Pillar Lead
Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.		OCT 2022	Procurement Pillar Lead
Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.		OCT 2023	Procurement Pillar Lead
10 Embed Aboriginal and Torres Strait Islander land management practices into the work of SGS	Investigate how SGS can better understand Aboriginal and Torres Strait Islander land management practices.	OCT 2023	Community Pillar Lead
	Understand how SGS can embed Aboriginal and Torres Strait Islander land management practices across the businesses.	OCT 2023	Community Pillar Lead

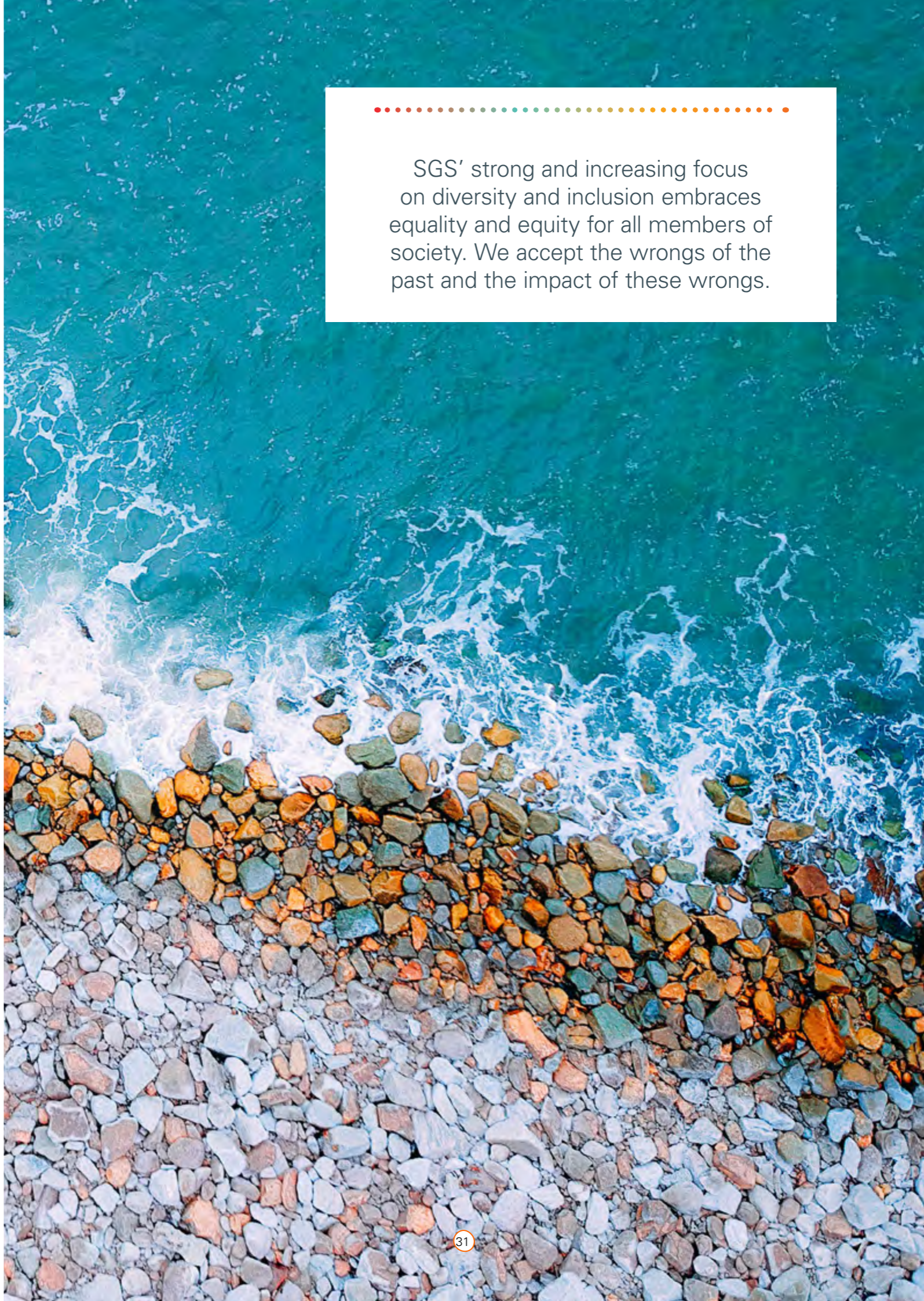


Governance

ACTION	DELIVERABLE	TARGET COMPLETION DATE	RESPONSIBILITY
11 Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	OCT 2023	RAP Sponsors and RAP Coordinator
	Establish and apply a Terms of Reference for the RWG.	FEB 2022	Education Pillar Lead
	Meet at least four times per year to drive and monitor RAP implementation.	QUARTERLY DURING 2022 AND 2023	RAP Coordinator
12 Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	FEB 2022	RAP Coordinator
	Engage our senior leaders and other staff in the delivery of RAP commitments.	APR 2022	RAP Coordinator
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	FEB 2022	RAP Coordinator
	Appoint and maintain an internal RAP Champion from senior management.	FEB 2022	RAP Sponsors
13 Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 SEP 2022 AND 2023	RAP Coordinator
	Report RAP progress to all staff and senior leaders quarterly.	QUARTERLY 2022 AND 2023	Communication Pillar Lead
	Publically report our RAP achievements, challenges and learnings, annually.	DEC 2022 AND 2023	Communication Pillar Lead
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	SEP 2022	RAP Coordinator
14 Continue our Reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	MAY 2023	RAP Coordinator



SGS' strong and increasing focus on diversity and inclusion embraces equality and equity for all members of society. We accept the wrongs of the past and the impact of these wrongs.





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WHEN YOU NEED TO BE SURE

