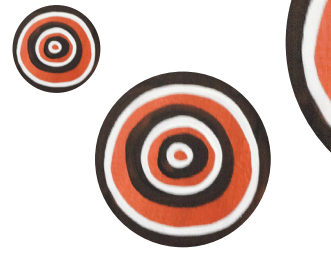


# Reflect Reconciliation Action Plan





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# Acknowledgement Of Country

Certis Security Australia acknowledges the Traditional Custodians of the land recognising the continual connecton to land water and community.

We pay our respects to Elders past, present and emerging.

# Cover Artwork

Artist Rayne Huddleston. Our artwork was designed by artist Rayne Huddleston, a Ngandi and Niyaparli man from Urulah Cultural Art. Rayne's artistic style originates from his maternal grandfather (Ngandi/Ngukkar mob).



Jim Andriopoulos, Dr Matilda House, Col Williams, Rayne Huddleston - Canberra



Rayne Huddleston - Canberra

# Message From Our Leaders

## Statement from the CEO, Kang Song Lim

It brings me great pride that Certis Security Australia has commenced its Reconciliation Action Plan (RAP) to better strengthen relationships with Aboriginal and Torres Strait Islander communities. More than a word, reconciliation takes action, which is why we feel the Reconciliation Action Plan is so important.

As seen through our work with Corroboree Certis, maintaining strong relationships with indigenous communities has long been a focus for Certis Security Australia—the RAP further emphasises this. We are committed to providing career opportunities and supporting the career development of Aboriginal and Torres Strait Islander peoples, by creating an inclusive and supportive workplace.

In doing so, we hope to positively impact employment, education, health and life expectancy for Aboriginal and Torres Strait Islander peoples in the communities we operate in. Communities across Australia have always been so welcoming to our organisation and the services we provide, so it's imperative we give back to them.

The RAP framework and Corroboree Certis collaboration is helping create a more just, equitable and reconciled workplace that we hope other organisations across Australia will emulate.

## Statement from the Managing Director, Ying Loong Lee

I am immensely proud to implement Certis Security Australia's Reconciliation Action Plan (RAP), an essential part of our ongoing commitment to strengthening ties to the Traditional Custodians and Elders of the land we strive to protect.

In addition to our joint venture with Corroboree Certis, a partnership we have grown over many years, our new RAP will ensure we deliver services that better align with Indigenous values and beliefs. We are dedicated to establishing Certis Security Australia as an inclusive organisation, and one that Indigenous Australians feel secure working for and with.

Reconciliation is an ongoing journey and our RAP is just one step in that journey. We will continue to make steps forward in building stronger and everlasting relationships with both our local communities, and wider Aboriginal and Torres Strait communities.



## Statement from the Managing Director of Corroboree Certis, Colin Williams

Corroboree Certis Indigenous Corporation has been registered under the Corporations (Aboriginal and Torres Strait Islander) Act 2006. Our organisation is registered Indigenous Corporation Number (ICN) is 8233.

The Corporations (Aboriginal and Torres Strait Islander) Act 2006 as passed by the Australian Parliament in October 2006. Under the legislation, laws governing Indigenous corporations have been modernised to require high standards of corporate governance consistent with those under the Corporations Act 2001, while maintaining special measures to meet the specific needs of Indigenous people.

Corroboree Certis IC builds on the partnership between leaders within the Aboriginal community of the ACT, Queanbeyan and surrounding areas who have established Corroboree Services. This sharing of services has seen the delivery of quality security services which support local Aboriginal employment.

Further, allows Corroboree Group to operate in a supportive environment to increase our capacity to grow, with a high degree of independence.

# Endorsement by Reconciliation Australia

Reconciliation Australia congratulates Certis Group on continuing its reconciliation journey by formally endorsing Certis Group's second Reflect Reconciliation Action Plan (RAP).

Through this plan, Certis Group continues to play an important role in a network of more than 2,200 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types – Reflect, Innovate, Stretch and Elevate – allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP continues the journey and primes the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation

commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also to increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Certis Group to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Certis Group on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.

**Karen Mundine**  
Chief Executive Officer  
Reconciliation Australia



# Our Business



Colin Williams - Managing Director Corroboree Group

Certis Security Australia fosters an inclusive workplace that welcomes difference, and where every member of the team can bring their whole selves to work and be their best. At Certis, we rely on strong relationships with our stakeholders to operate our business successfully and deliver our strategy.

Our newly appointed Director of Customer Experience and Transformation is our RAP Champion and will drive our strong commitment to the development of our Reconciliation Action Plan, ensuring that our RAP remains a strong priority for our business.

Our workplace is continuing to evolve its RAP in 2022 to continue support for a more just, equitable and reconciled Australia, with the explicit intention of ensuring that we have a culturally safe workplace. The RAP framework and strategic actions will enable us to achieve this through developing a structured plan that demonstrates our genuine commitment to making our organisation a culturally aware and inclusive workplace for Aboriginal and Torres Strait Islander peoples.

Our core business is Security and includes physical security, aviation security services, mobile patrols, cash in transit, screening services, access control, traffic control, concierge and customer services. We employ approximately 3000 people nationally, and we are proud that approx. 20 of our employees identify as Aboriginal and/or Torres Strait Islander people.

One of the actions we will undertake in our RAP is to establish a more efficient and seamless way to enable employees to identify as Aboriginal and Torres Strait Islander people should they choose to do so.

Our organisation has a national reach: we operate predominantly in NSW and the ACT, with offices in Brisbane, Newcastle, West Ryde, Sydney Airport, ACT, Melbourne, Adelaide Airport and Perth.

# Our Reconciliation Action Plan

We are planning to strengthen the place of Aboriginal and Torres Strait Islander peoples in our diversity strategy and acknowledge their unique place in our shared history.

Relationships and connections with the communities within which we operate can be initiated through the countless daily touch points in our business operations and at our client locations, providing opportunities to foster the spirit of reconciliation. Our practical RAP actions will also deliver on our commitment to impact on employment, education, health and life expectancy for Aboriginal and Torres Strait Islander peoples living within our areas of operations, mainly through employment and procurement strategies across our business and support for local Aboriginal and Torres Strait Islander-led community events and programs.

Our Customer Experience & Transformation Director, Marco Ribeiro, champions our RAP to encourage staff, management, the Senior Leadership Team and workers to be aware of our RAP commitments and to be engaged in all aspects of our RAP.

We believe this RAP will guide and support us to build our knowledge of, and respect for, Aboriginal and Torres Strait Islander histories and cultures, and help us advocate within our sphere of influence.

Our RAP journey has been facilitated by an Aboriginal-owned business that has significant experience in supporting organisations to develop their RAP. It has involved a staged process, and a good deal of cultural learning for the members of the RAP Working Group including representatives from across all business units in our organisation.

As we progressed our RAP through the first year in 2021, we were very excited to begin our journey. Unfortunately, like many other businesses, we were impacted by COVID-19 and the many lengthy lockdowns impacted almost all our initiatives and deliverables.

Fortunately, in October 2021 we welcomed Marco Ribeiro to our business as our new Customer Experience & Transformation Director, who took the reins and reignited our RAP for 2022. Although this has been Marco's first RAP, he has come to understand the significance of the RAP actions and the integrity required in its full implementation. It was fascinating for all involved to learn so much about this rich culture and the significance that a program such as the RAP has in the communities. It's

for this reason that we wanted to ensure we continue to follow through on the commitments we outlined for our RAP journey.

A significant milestone for us came recently in collaboration with our partner Corroboree Services Group when we launched the first Certis patrol vehicle with Certis Corroboree livery. Marked up vehicles of this nature will be used in roles where significant travel along the eastern seaboard is required to gain maximum exposure.

## Our RAP Working Group comprises:

- Chief Executive
- Managing Director – Security Business
- Chief Financial Officer
- G.M. – Human Resources
- G.M.– Sales & Marketing
- Customer Experience & Transformation Director
- National Manager Organisational Learning & Development
- State Manager – VIC
- AGM Head of Operations
- Talent Acquisition Specialist

We look forward to strengthening our relationships with and opportunities for Australia's First Peoples, both within our organisation and externally, building on what is already a good foundation for a culturally safe workplace.



# Our Partnerships & Current Activities

Certis Security Australia is a proud and long-standing supporter of Corroboree Services Group, an Australian Supply Nation certified Organisation with over 40 years' experience working with Aboriginal and Torres Strait Islander communities.

Our partnership makes job opportunities within the security sector more accessible for Aboriginal and Torres Strait Islander communities, and meets the guidelines

of the Indigenous Procurement Policy, including Certis assisting the capacity of Corroboree Group to grow through sharing of services and resources.

Corroboree and Certis Security Australia are dedicated to ensuring sustainable change for Aboriginal and Torres Strait Islander peoples.

Corroboree Certis Indigenous Corporation acknowledges the Traditional Owners of the land both past and present.



Group - Canberra

## Our Focus on Indigenous Youth

A new initiative is underway in the Australian Capital Territory (ACT) to recruit from grass roots and focus on Aboriginal and Torres Strait Islander youth to provide a career pathway into the security industry, starting in the role of customer service officers.

The initiative was a proactive response to the challenges Corroboree Certis have faced in their efforts to recruit

Aboriginal and/or Torres Strait Islander workers as only 5,000 people identify as Aboriginal and Torres Strait Islander in the ACT. An initial team building activity was conducted for this group early in 2020 to focus on the shared values of supporting each other and achieving as a team.



# Relationships

| Action  | Deliverable  | Timeline             | Responsibility             |
|---|--|----------------------|----------------------------|
| <b>Establish and strengthen mutually beneficial relationships with Aboriginal and/or Torres Strait Islander stakeholders and organisations.</b> | Continue to identify Aboriginal and Torres Strait Islander stakeholders and organisations in and around the locations where we are delivering our biggest projects, (Sydney & Canberra).                 | Sep 2023             | AGM Head of Operations     |
|   | Continue to partner with Corroboree Services Group in the security space and supporting their Pathways program.  | Sep 2023             | AGM Head of Operations     |
|   | Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations with the support of our Aboriginal business partner Corroboree | Sep 2023             | AGM Head of Operations     |
| <b>Build relationships through celebrating National Reconciliation Week (NRW).</b>  | Circulate Reconciliation Australia's NRW resources and reconciliation materials to our internal staff and external providers through our employee newsletters, emails, meetings.                         | May 2023             | National Marketing Manager |
|   | RAP Working Group members to participate in an external NRW event.   | 27 May- 3 June, 2023 | RAP Chair & Deputy Chair   |
|   | Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.   | 27 May- 3 June, 2023 | RAP Chair & Deputy Chair   |



| Action   | Deliverable  | Timeline  | Responsibility                                    |
|--|--|-----------|---|
| <b>Promote reconciliation through our sphere of influence.</b>                 | Communicate our commitment to reconciliation to all Certis staff through our internal communication strategies such as weekly newsletters, | Sep 2023  | National Marketing Manager                        |
|  | Communicate our commitment to reconciliation at RAP launch event.  | Sep 2022  | National Marketing Manager                        |
|  | Identify external stakeholders that our organisation can engage with on our reconciliation journey.  | Sep 2023  | AGM Head of Operations                            |
|  | Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.                 | Sep 2023  | G.M. - Human Resources                            |
| <b>Promote positive race relations through anti-discrimination strategies.</b> | Research best practice and policies in areas of race relations and anti-discrimination.  | June 2023 | National Manager HR<br>Business Partner Corporate |
|  | Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.                      | Sep 2023  | National Manager HR<br>Business Partner Corporate |



# Respect

| Action   | Deliverable   | Timeline    | Responsibility   |
|--|---|-------------|--|
| <b>Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b> | Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.   | Sep 2023    | G.M. -Human Resources                                  |
|  | Conduct a review of cultural learning needs within our organisation through a survey conducted to capture the level of cultural awareness and experiences of our staff.   | August 2023 | National Manager Organisational Learning & Development |
| <b>Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>   | Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area initially in Sydney and Canberra and then in Queensland   | August 2023 | Service Delivery Manager – ACT/NSW/QLD                 |
|  | Continue to educate staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.   | Sep 2023    | National Manager Organisational Learning & Development |
| <b>Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>  | Raise awareness and share information amongst our staff about the meaning of NAIDOC Week through disseminating information through our communication strategies, including internal newsletters, meetings and emails in the weeks leading up to NAIDOC week | June 2023   | RAP Chair & Deputy Chair                               |
|  | Introduce our staff to NAIDOC Week by promoting external events in our local areas of activity in Sydney and Canberra.  | June 2023   | AGM Head of Operations                                 |
|  | RAP Working Group members to participate in an external NAIDOC Week event.  | July 2023   | RAP Chair & Deputy Chair                               |





# Opportunities

| Action  | Deliverable   | Timeline     | Responsibility   |
|---|---|--------------|--|
| <b>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b> | Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.   | October 2022 | National Manager Organisational Learning & Development       |
|   | Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. | Sep 2022     | National Manager Organisational Learning & Development       |
| <b>Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>                  | Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.  | Jul 2023     | AGM - Head of Shared Business Services & Head of Procurement |
|   | Investigate Supply Nation membership and potential benefit to our organisation.   | Aug 2023     | AGM - Head of Shared Business Services & Head of Procurement |
|   | Explore Opportunities to attend First Nations Business fairs.   | Sep 2023     | AGM - Head of Shared Business Services & Head of Procurement |
|   | Develop a list of Aboriginal and Torres Strait Islanders suppliers.   | Aug 2023     | AGM - Head of Shared Business Services & Head of Procurement |



# Governance

| Action  | Deliverable   | Timeline               | Responsibility                                   |
|---|---|------------------------|--|
| <b>Maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>  | Maintain a RWG to govern RAP implementation.  | Sept 2022              | Managing Director – Security Business            |
|   | Review the Terms of Reference for the RWG.  | Sep 2022               | G.M. - Sales & Marketing                         |
|   | Establish Aboriginal and Torres Strait Islander representation on the RWG.  | July 2023              | State Manager - ACT                              |
| <b>Provide appropriate support for effective implementation of RAP commitments.</b>   | Define resource needs for RAP implementation.   | July 2023              | RAP Chair & Deputy Chair                         |
|   | Engage senior leaders in the delivery of RAP commitments.   | July 2023              | RAP Chair & Deputy Chair                         |
|   | Appoint a senior leader to champion our RAP internally.   | July 2023              | RAP Chair & Deputy Chair                         |
|   | Continue to track, measure and report on RAP commitments.   | Sep 2023               | National Manager Health and safety & Environment |
| <b>Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b> | Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence. | June annually          | RAP Chair & Deputy Chair                         |
|   | Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.   | 1 August annually      | RAP Chair & Deputy Chair                         |
|   | Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.  | 30 September, annually | RAP Chair & Deputy Chair                         |
| <b>Continue our reconciliation journey by developing our next RAP.</b>  | Register via Reconciliation Australia’s website to begin developing our next RAP.   | April 2023             | RAP Chair & Deputy Chair                         |



# Meet the Certis RAP leaders



**Chairman – Michael Gucic**  
State Manager – Victoria

As the Chair of Certis Security's RAP Committee, it is of the utmost importance to me that I lead and steer our business in the right path of reconciliation. Our mission is to build lasting relationships and trust with our first nations communities where we work and do business. I am looking forward to delivering on our commitments and promises within our RAP, learning and adapting our business practices to become an employer of choice for first nations persons.



**Deputy Chairman – Douglas Logan**  
Talent Acquisition Officer

Assisting Indigenous persons in any capacity is a passion of mine and my role as Deputy Chair enables me to help and assist Indigenous persons looking for a career in security. As a member of the Stolen Generations from Warumungu Country, I know that it is extremely important to make people aware and gain an understanding of the issues that local Indigenous Australians had when trying to regain their lands and customs. I like making people aware of all the issues that keep Indigenous Australians out of work and what we can all do to help fix the problems and make them welcome to the company. Once people are aware of the issues they gain a better understanding of Indigenous customs and are more sympathetic to our history.

# About us

At Certis Security Australia, we pride ourselves on our ability to anticipate problems and provide innovative solutions across a wide range of security services, recognising that one size does not fit all. Much like Australia itself, Certis Security Australia is a unique blend of people, cultures and expertise that make us who we are today. Our combined local and global experience goes back almost 100 years, and we are proud to reflect our history in our modern approach.

In 2016, Certis acquired the Australian heritage company BRI Security, followed by SNP Security in 2018. SNP has been part of Australian security history since 1890, when SNP founder John Roche arrived in Australia. He worked as a highly regarded superintendent in the NSW police force before leaving in 1923 to start a security business with his son, Tom.

Since 1923, generations of the Roche family have grown SNP's security capabilities and expanded the legacy business across Australia. For almost 100 years, SNP gathered unparalleled security expertise in industries including aviation, transport, logistics, critical infrastructure and commercial precincts. Many of the partnerships established are still successful today.

Certis' acquisition of SNP and BRI was the next evolution in this Australian success story. Both SNP and BRI Security brought knowledge of local customs and partnerships to the Certis brand. With security expertise across various industries that has been fostered over many years of dedicated service, Certis is now renowned as a trusted integrated security services provider for businesses around the globe, including Australia.

**Our Mission:** As trusted partners, we protect lives and assets and deliver integrated critical service.

**Our Vision:** To be the most advanced integrated security services partner globally, making our world safer, smarter and better by everything we do.

**Our Values:** Professionalism, Integrity, Customer Focus, Teamwork, Courage, Care, Safety.

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## For any Queries:

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Customer Experience & Transformation Director

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