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Reflect Reconciliation Action Plan, BSI Group ANZ  
December 2021 – December 2022

## Acknowledgment of Country and Traditional Owners

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BSI Group ANZ acknowledges and pays respect to the Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia, whose lands and waters we work and live on throughout Australia.

We pay our respects to Elders past, present and emerging and would like to acknowledge the Traditional Owners and Custodians of the lands on which our offices are located; the Wallumettegal peoples of the Eora Nation in Sydney, the Wurundjeri and Boon Wurrung peoples of the Kulin Nation in Melbourne, the Turrbul and Jagera peoples in Brisbane, the Kurna peoples in Adelaide and the Whadjuk peoples of the Noongar Nation in Perth.

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## Our reconciliation commitment

At BSI, our purpose is to inspire trust for a more resilient world. Trust is at the heart of everything we do and underpins our mission to share knowledge, innovation and best practice to help people and organizations realize their potential and make excellence a habit.

To help us achieve this purpose in Australia it is key that we have a commitment to reconciliation, and a strengthening of relationships with Aboriginal and Torres Strait Islander Peoples and Organizations.

One of our core corporate values is respect, and we aspire to create an inclusive and engaging work environment that enables everyone to thrive as individuals, do their best work and contribute to the delivery of our purpose. Through our Creating Human Connections initiative we are reinforcing the power of human connections, to bring to life the stories of our diverse workforce and to create new opportunities for conversation, connection and learning to inject a different approach to diversity and inclusion across our business. BSI's role in supporting reconciliation is a meaningful conversation that our employees in Australia want to have and I thank them for the commitment they have already shown and for their support in building an initial agenda that will help work towards a reconciled Australia.

As we begin our organization's approach to reconciliation I look forward to seeing us reach key milestones on our journey; heightening awareness with our employees, increasing engagement with our sphere of influence and working with our stakeholders across Australia so we can lead from the front and align our words with our actions.



Chris Meehan  
Chief Operating Officer, BSI Group ANZ



## Message from CEO of Reconciliation Australia

### Reconciliation Australia welcomes BSI Group ANZ to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

BSI Group ANZ joins a network of more than 1,100 corporate, government, and not-for-profit organizations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organizations 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 organization 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 will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organization 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 increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables BSI Group ANZ 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 first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations BSI Group ANZ, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine  
Chief Executive Officer  
Reconciliation Australia



## Our business

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As the financial, environmental, and social climates of our planet continuously shift, BSI's founding purpose to benefit society is more relevant now than ever before.

By shaping, sharing, embedding, assessing, and supporting industry best practice, for 120 years BSI has equipped organizations with the tools and techniques they need to turn today's challenges into tomorrow's opportunities.

Our mission is to share knowledge, innovation and best practice to help people and organizations realize their potential and make excellence a habit and our corporate values of integrity, continual improvement and inclusivity underpin everything that we do. We provide a unique combination of complementary services and solutions, managed through four global business streams. Through our Knowledge stream we shape standards at national, regional and international levels and deliver standardization services and technical assistance projects worldwide. Our Assurance Services and Regulatory Services streams deliver independent assessment of the conformity of a process or product to a particular standard, providing trust and ensuring that our clients perform in an excellent way. And through our Consultancy stream we provide consultancy services and differentiated management tools to ensure our clients

have ongoing compliance to standards, regulation and best practice. Operating in 195 countries worldwide, our clients range from high profile brands to small local companies.

Across Australia we employ over 100 employees and 200 external contractors and don't know the number of Aboriginal and/or Torres Strait Islander employees that we currently employ. As part of our RAP we'll be identifying this. We acknowledge the Traditional Owners and Custodians of the lands on which our offices are located; the Wallumettegal peoples of the Eora Nation in Sydney, the Wurundjeri and Boon Wurrung peoples of the Kulin Nation in Melbourne, the Turrbul and Jagera peoples in Brisbane, the Kurna peoples in Adelaide and the Whadjuk peoples of the Noongar Nation in Perth. In Australia we work extensively across many sectors, including the healthcare sector where we support healthcare centres, aged care providers, disability services, employment services and organizations who import, export and manufacture medical devices. Many of the organizations we work with are owned, employ or service Aboriginal and Torres Strait Islander peoples and communities.

## Our Reconciliation Action Plan (RAP)

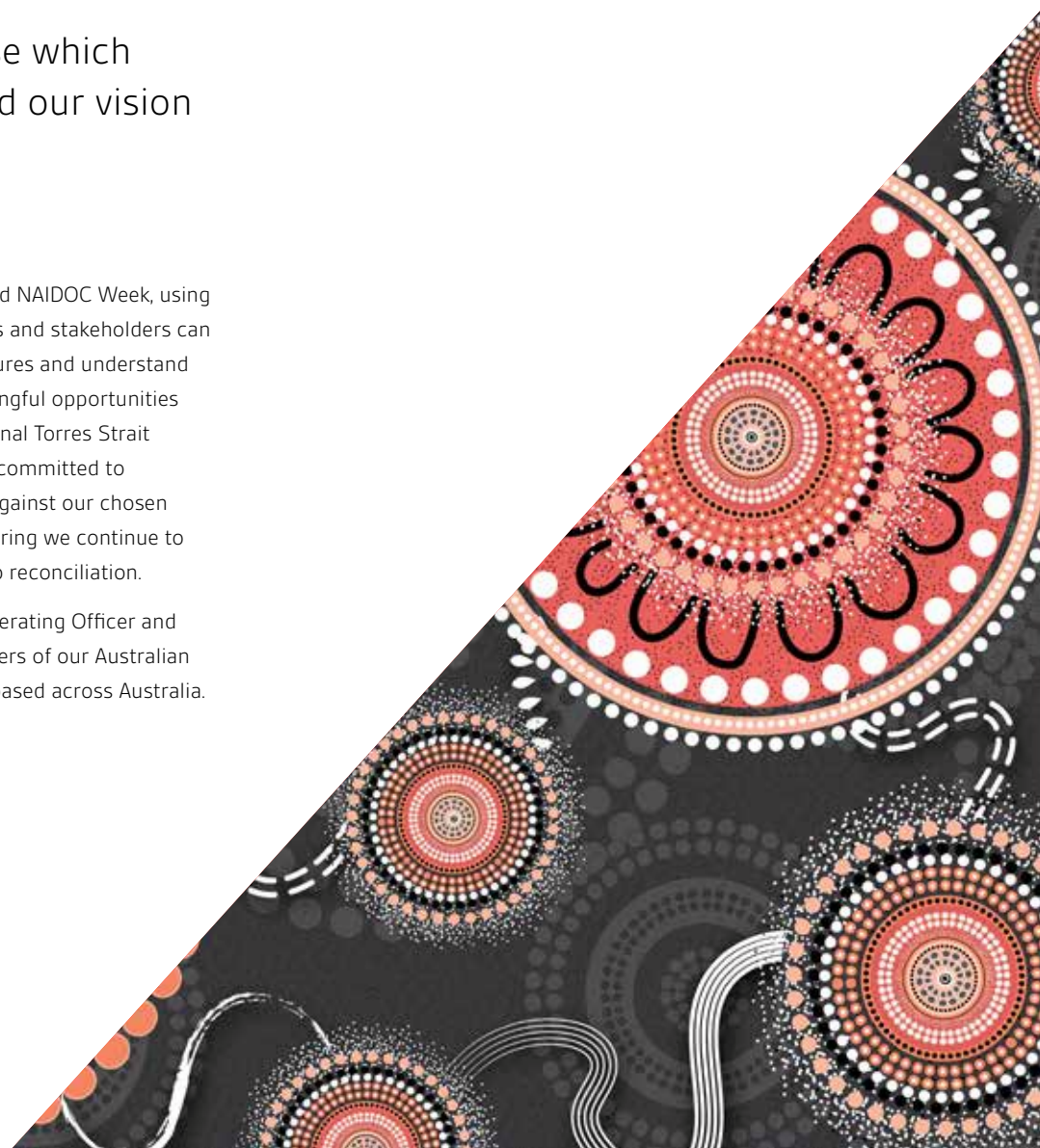
We are driven by the belief that successful businesses are those which harness the benefits of a truly diverse and inclusive culture, and our vision for reconciliation is no different.

BSI is a participant of the UN Global Compact with a commitment to supporting the UN Sustainable Development Goals (SDGs). The UN SDGs continue to provide the framework for our plans and activities and particular goals like Partnership for the Goals, Good Health and Wellbeing, and Decent Work and Economic Growth go hand in hand with our commitment to reconciliation.

As we begin our journey in contributing towards reconciliation, our vision will need to be informed by Aboriginal and Torres Strait Islander peoples. We plan to embrace a consultative approach with our own people and our clients and ensure that education and building of strong relationships are key early objectives for our RAP Working Group. We'll be increasing our promotion and participation

in both National Reconciliation Week and NAIDOC Week, using both as a platform where our employees and stakeholders can increase their awareness, celebrate cultures and understand the role they can play to increase meaningful opportunities and reduce systemic barriers for Aboriginal Torres Strait Islander people. And as an organization committed to continual improvement, measurement against our chosen goals we be the first crucial step in ensuring we continue to develop a more aspirational approach to reconciliation.

Our RAP is Championed by our Chief Operating Officer and our RAP Working Group contains members of our Australian Leadership Team and other employees based across Australia.



## Messages from our Reconciliation Working Group committee members

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I am proud to be a part of the BSI Group RAP Committee. Social awareness and inclusion is important in modern businesses and I am glad to be able to contribute.

This RAP reinforces BSI's commitment to making a contribution to society, respecting diversity and supporting individual growth.

Craig Miller  
General Manager – Operations and Technical  
Reconciliation Working Group committee member

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One of our key focus' at BSI is building an inclusive environment where everyone feels able to participate and achieve their potential. Our commitment to developing a RAP ensures we are embracing and promoting quality, diversity and inclusion in our workforce and aligns with our objective of enabling everyone to thrive as individuals, do their best work and contribute to the delivery of our purpose.

Milanka Grabez  
HR Business Partner  
Reconciliation Working Group committee member







**Relationships**

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organizations.	Identify Aboriginal and Torres Strait Islander stakeholders and organizations within our local area or sphere of influence	February 2022	General Manager – Operations and Technical
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organizations	March 2022	
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff	April 2022	HR Business Partner
	RAP Working Group members to participate in an external NRW event	27 May - 3 June 2022	HR Business Partner
	Encourage and support staff and senior leaders to participate in at least one external event to recognize and celebrate NRW	27 May - 3 June 2022	Chief Operating Officer HR Business Partner
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff	February 2022	Chief Operating Officer
	Identify external stakeholders that our organization can engage with on our reconciliation journey	March 2022	General Manager – Operations and Technical
	Identify RAP and other like-minded organizations that we could approach to collaborate with on our reconciliation journey		
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination	February 2022	HR Business Partner
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs	April 2022	



**Respect**

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organization	January 2022	HR Business Partner General Manager – Operations and Technical
	Conduct a review of cultural learning needs within our organization	February 2022	
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organization's operational area	February 2022	HR Business Partner
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgment of Country and Welcome to Country protocols	February 2022	Chief Operating Officer
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week	July 2022	HR Business Partner
	Introduce our staff to NAIDOC Week by promoting external events in our local area	June 2022	
	RAP Working Group to participate in an external NAIDOC Week event	First week in July, 2022	Chief Operating Officer





**Opportunities**

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organization	March 2022	HR Business Partner
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities		
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses	March 2022	Finance Director
	Investigate Supply Nation membership		



**Governance**

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation	December 2021	Chief Operating Officer
	Draft a Terms of Reference for the RWG	January 2022	
	Establish Aboriginal and Torres Strait Islander representation on the RWG	January 2022	HR Business Partner
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation	February 2022	Chief Operating Officer
	Engage senior leaders in the delivery of RAP commitments		
	Define appropriate systems and capability to track, measure and report on RAP commitments	April 2022	
12. 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 September 2022	HR Business Partner
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia’s website to begin developing our next RAP	September 2022	Marketing Manager

## About the artist

### **JS Koori Designs was established by artist and graphic designer**

**Jasmine Sarin.** Jasmine is a proud Kamilaroi and Jerrinja woman with a passion for Aboriginal health, culture and art. JS Koori Designs strives to build and grow a sustainable Aboriginal owned and operated business by celebrating the world's oldest living culture through new art methods.

Jasmine is a proud Kamilaroi and Jerrinja woman from NSW. She is born and raised in Wollongong (Dharawal country) and has spent some time on the South Coast in Nowra (Jerrinja and Yuin country) with family connections and ties to Coonabarabran in Central West NSW (Kamilaroi country).

Jasmine is a rescue qualified Firefighter with FRNSW, a Rugby League Forward for the Helensburgh Tiger Lillies, a lover of good coffee and a self-taught Aboriginal artist and graphic designer. Her artwork tells the story of her experiences growing up and her ongoing journey in this world. This allows Jasmine to bring contemporary methods and concepts to the oldest culture on earth.

"I pay my respects to my elders both past and present and acknowledge that the land on which we all live, work and play on was, is and always will be Aboriginal land.

Creating artwork is something very personal to me. It allows me to be unrestricted, undefined, unlimited in the way I perceive my world. It is almost like yoga for the soul. Never be confined by the walls we build around ourselves".

## About the artwork

### DJURALI 2021

'Grow' – in Dharug Language

Djurali reflects the themes of trust, integrity, and connectedness.

The circle clusters are made up of concentric circles that symbolize the various layers of knowledge contributed by people, place, and experience. The circles are also joined with white connection lines. These lines are different shapes and patterns to reflect the different ways BSI provides services and support and the different ways in which other organizations engage and connect.

The colours are complementary to BSI branding and identity.

The background is also made up of faded circles and connection to signify the longevity and history of BSI and their organizational community.





## Contact

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