

SIRVA Pty Ltd Reconciliation Action Plan

REFLECT

August 2021–August 2022



SIRVA[®]
Worldwide
Relocation & Moving



A Message From Our President



SIRVA is pleased to present our inaugural Reflect Reconciliation Action Plan (RAP), following the formal endorsement by Reconciliation Australia.

This plan formally extends our Social Responsibility activities to include reconciliation initiatives between Aboriginal and Torres Strait Islander peoples and the wider Australian community.

We embrace the need to raise awareness and understanding around reconciliation, and this Reflect RAP represents a formalisation of that commitment – a commitment to develop respectful relationships with Aboriginal and Torres Strait Islander peoples, to foster respect for their cultures and communities, and to improve socioeconomic outcomes. We also appreciate the need for mutual recognition of the importance of this commitment with the organisations we partner with to deliver our services.

The Reflect RAP process has allowed us to deepen our understanding of the influence we are able to have through our role in developing relationships with the communities in which operate.

Our desire to continue to make a positive contribution is reflective of our core values of respect, integrity and diversity, to treat all people, their culture, and the communities that they are part of, with the greatest understanding and respect.

These values are important to us as an organisation and to our people.

Over the coming years, we intend to use the Reconciliation Action Plan as a framework to better understand the specific challenges faced by the Aboriginal and Torres Strait Islander communities.

We will take a proactive approach towards fostering a culture of acceptance and a workplace inclusive of all Australians. This culture of acceptance will see a mature and deeper respect for Aboriginal and Torres Strait Islander cultures, enable opportunities through procurement, job creation, and business relationships, and foster awareness of Aboriginal and Torres Strait Islander people's customs and traditions.

A handwritten signature in black ink that reads "Jacob George". The signature is fluid and cursive, with a horizontal line underneath the name.

Jacob George
President APAC / EMEA

Our Business

SIRVA, trading under Allied Moving Services and SIRVA Relocation, is a leading provider of end-to-end management of moving and relocation services, specialising in supporting both corporate and private relocations within Australia and throughout the world.

Our client base, which consists of 1,400 companies worldwide, choose SIRVA to manage their mobility needs, ranging from full outsourcing of their entire program to managing only one or two elements of the relocation, for example, household goods removal services, visa and immigration services, and commercial moving. Just as these clients' needs are diverse, so are their relocation populations.

Our highest volume clients move more than 6,000 employees around the world, and our lowest volume clients move just one family annually. We pride ourselves in supporting clients and their employees and families through the moving and relocation process, ensuring a stress free, seamless move for all involved.

Although established in our current state in 1981, the heritage relocation companies that make up the SIRVA brand have been providing moving and relocation services for more than 50 years.

As a global supplier with operations extending across Australia, New Zealand, Asia, Africa, Europe, the Middle East and the Americas, we ensure worldwide reach and local expertise across more than 177 countries. SIRVA has a network of 40 branches in Australia, the largest in the industry, and consists of offices in every capital city and major regional locations across the country, including those off the mainland.

SIRVA employs approximately 560 personnel throughout Australia and, at the time of submission, we currently do not know the number of Aboriginal and Torres Strait Islander staff in our organisation. Throughout the course of this Reconciliation Action Plan, we will seek to understand how many Aboriginal and Torres Strait Islander staff we employ. We will also engage with our Aboriginal and Torres Strait Islander stakeholders to understand how we can implement culturally appropriate processes to increase employment of Aboriginal and Torres Strait Islander peoples.

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Our Reconciliation Action Plan

The SIRVA Reflect Reconciliation Action Plan (RAP) marks the next step in our journey to develop respectful relationships and create meaningful opportunities with Aboriginal and Torres Strait Islander peoples, communities and organisations.

It provides a formal way of documenting our commitment to reconciliation and the practical actions we will be undertaking.

This RAP aims to:

Build relationships with communities and organisations;

Increase awareness of Aboriginal and Torres Strait Islander histories and cultures through cultural learning

Provide the mechanisms for the development of Aboriginal and Torres Strait Islander employment, training and support of Aboriginal and Torres Strait Islander businesses.

Whilst we already have a number of partnerships and initiatives in place, which are detailed below, we recognise the importance of a consolidated, consistent approach across all parts of our business. Our Reflect RAP will help us prepare and implement meaningful, mutually beneficial and sustainable reconciliation initiatives.

Our first step was to establish a RAP Working Group made up of Aboriginal and Torres Strait Islander and non-Indigenous employees, representing a cross section of the states in which our Australian business trades, as well as a mix of roles performed within the organisation.

The committee is comprised of:

- ▶ Director Human Resources Australia & New Zealand
- ▶ Manager Risk & Compliance Asia Pacific & Europe
- ▶ Franchise Council President Australia
- ▶ Senior Manager Corporate Accounts Australia
- ▶ Proposals & Communications Consultant Asia Pacific & Middle East

Additional RAP Working Group members will be added over the 12-month commitment period, and our Director Moving Services Australia & New Zealand has been appointed as our RAP champion.

SIRVA's Reflect RAP aligns with the broader diversity and inclusion commitments made in our 2020 diversity and inclusion policy statement and plan.

Our Partnerships / Current Activities

Employment and Business Opportunities

SIRVA is actively looking to provide employment and business opportunities to Aboriginal and Torres Strait Islander peoples. In the Northern Territory, our workforce is made up of approximately 15% Aboriginal and Torres Strait Islander peoples. SIRVA also provides business opportunities to Aboriginal and Torres Strait Islander people to become an owner-driver and one of our owner-drivers in Western Australia has transitioned from being a company employee to an owner-driver and an operator of their own business.

Supplier Partnerships

Clontarf Foundation

The Clontarf Foundation exists to improve the education, discipline, life skills, self-esteem and employment prospects of young Aboriginal and Torres Strait Islander men and equips them to participate more meaningfully in society. SIRVA has been a supplier of relocation services to The Clontarf Foundation since 2010 and relocates employees to and from regional and remote locations to support their 130+ academies. As part of this relationship, SIRVA has offered their graduates employment and traineeship pathways and also participated in career events in the Northern Territory. Furthermore, The

Clontarf Foundation has been identified as an organisation for SIRVA to engage-with more as we continue in our reconciliation journey in the future.

Arnhem Land Progress Aboriginal Corporation (ALPA)

SIRVA is a supplier to the Arnhem Land Progress Aboriginal Corporation (ALPA) and provides discounted employee relocation services to their employees working in remote communities. ALPA was established in 1972 as a co-operative of community stores in Arnhem Land. Today ALPA has grown to be the largest Aboriginal Corporation in Australia, operates in 27 remote locations across the Northern Territory and Queensland and employs over 1,100 employees of which more than 85% are Aboriginal and Torres Strait Islander people.

Community Engagement

St Mary's Football Club Sponsorship

SIRVA, through its moving business, Allied Moving Services, is a sponsor of the St Mary's Football Club, which was formed in 1952 when Ted Egan, together with the Reverend Father Aubrey Collins, sought to provide Tiwi Islanders who were working for the Armed Services in Darwin, the opportunity to play regular, organised football. Since its inception, St Mary's

has been at the forefront of breaking down racial and social barriers. At the time, with the exception of Wanderers Football Club, no other club from the Northern Territory Football League would allow Aboriginal and Torres Strait Islander peoples to play in their teams. St Mary's prides itself on its reputation of being the 'family and community club' and for developing local players who form the backbone of its teams.

Aboriginal and Torres Strait Islander peoples have always been an important component of the Club and have been in the majority in all grades since formation.

Uniting Church

SIRVA partners with the Uniting Church in Adelaide where we collect clothing and bedding, box it up and send to remote Aboriginal and Torres Strait Islander communities free of charge.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	Aug 2021	Manager Risk & Compliance APAC & Europe
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Dec 2021	Senior Manager Corporate Accounts AUS
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Regional HR Director AUNZ
	RAP Working Group members to participate in an external NRW event.	27 May- 3 June, 2022	Regional HR Director AUNZ
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2022	Regional HR Director AUNZ
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	Aug 2021	Regional HR Director AUNZ
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Dec 2021	Franchise Council President AUS
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Dec 2021	Senior Manager Corporate Accounts AUS
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	Oct 2021	Regional HR Director AUNZ
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.	Oct 2021	Regional HR Director AUNZ

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 organisation.	June 2022	Regional HR Director AUNZ
	Conduct a review of cultural learning needs within our organisation.	May 2022	Regional HR Director AUNZ
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 organisation's operational area.	July 2022	Proposals & Communications Consultant Asia Pacific & Middle East
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2022	Franchise Council President AUS
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	Manager Risk & Compliance APAC & Europe
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2022	Manager Risk & Compliance APAC & Europe
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2022	Manager Risk & Compliance APAC & Europe



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 procurement from Aboriginal and Torres Strait Islander owned businesses.	April 2022	Regional HR Director AUNZ
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March 2022	Regional HR Director AUNZ
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.	Sept 2021	Senior Manager Corporate Accounts AUS
	Investigate Supply Nation membership.	Aug 2021	Franchise Council President AUS

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.	Aug 2021	Manager Risk & Compliance APAC & Europe
	Draft a Terms of Reference for the RWG.	Aug 2021	Manager Risk & Compliance APAC & Europe
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	Aug 2021	Manager Risk & Compliance APAC & Europe
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	Oct 2021	Manager Risk & Compliance APAC & Europe
	Engage senior leaders in the delivery of RAP commitments.	Nov 2021	Manager Risk & Compliance APAC & Europe
	Define appropriate systems and capability to track, measure and report on RAP commitments.	May 2022	Manager Risk & Compliance APAC & Europe
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	Manager Risk & Compliance APAC & Europe
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	May 2022	Manager Risk & Compliance APAC & Europe

About the Artwork



TITLE

Reconciliation Journey Across
Country, Land and Sea

DESCRIPTION

This artwork represents SIRVA and their reconciliation journey. The artwork depicts the importance of connecting, respecting and understanding Aboriginal and Torres Strait Islander Cultures.

The large blue curved section streaming throughout the artwork represents the oceans, seas, and waters that SIRVA operate across. The yellow circles passing through the blue section with the lines connecting represent employees, relocating services, and supports.

The orange sections with the people figures represents Aboriginal and Torres Strait Islander employees, and the hill formations represent the land and Country. The black, purple and orange circles within those sections is a symbol that represents dialogue, learning and passing on knowledge.

SIRVA work across the Country with Traditional Owners to seek guidance and respectfully acknowledge the wisdom and knowledge of Aboriginal and Torres Strait Islander peoples.

The purple sections with the circles and curved lines connecting represents SIRVA and their lead role in managing and supporting relocation services and moving private, corporate and business across the world. The dots surrounding the circles represents employees and their specialist professions.

In the yellow lined areas, the blue circle symbols with the dots and lines in the middle represent the SIRVA a global and the importance of SIRVA operating across Australia, New Zealand, Asia, Africa, Europe, the Middle East and the Americas.

About the Artist



EMMA BAMBLETT, a proud Aboriginal woman descendant from the Wemba Wemba, Gunditjmara, Ngadjonji and Taungurung people, was born and raised in Echuca on the Murray River. Since moving to Melbourne 20 years ago, Emma has found inspiration and motivation from the arts community in Melbourne and has had wonderful opportunities to showcase her artwork through events such as the Koorie Night Market, Koorie Heritage Trust and Craft Victoria.

Most recently, Emma has collaborated with long-time work colleague Megan Van Den Berg on an exciting partnership for their small business, Kinya Lerrk (kinyalerrk.com.au). Both Emma and Megan have a strong history of collaborating on art and design projects.

Emma's style is acrylic on canvas and she loves to show the bright and vibrant colours through her artwork, which she hopes people can see and feel what she is feeling when they look at her paintings.



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