

2021 - 2024

ISS Reconciliation Action Plan





“
Building strength
from our diversity
and empowering all
our people to reach
their potential

Message from the CEO

ISS Pacific is made up of over 16,000 unique individuals representing 144 nationalities. Embracing inclusion and diversity is not only the right thing to do, but as the Chief Executive Officer I believe it also makes sound business sense to meet the expectations of our employees and customers.

Since the release of our Inclusion & Diversity Strategy in 2019, we have reviewed and adjusted various workplace policies to make ISS a more balanced, flexible and inclusive place to work. We have successfully implemented flexible working arrangements, female leader mentoring, financial support for LGBTQIA+ scholarships and paid extended parental leave.

Whilst this progress are achievements to be proud of, there is still more work required to close gaps in female leadership representation and gender pay equity. We also need to continue to hold ourselves accountable for progress and how we intend to achieve this is outlined in our updated strategy for 2020-2021. Our focus will be on fairness and equality as we seek to broaden our horizons and continue developing a culture of belonging and inclusiveness.

Stuart Rose

Chief Executive Officer



MESSAGE FROM THE CEO	2
ABOUT ISS	4
Aviation & Transport	4
Business & Industry	5
Resources	5
Education	5
Healthcare	5
ENGAGEMENT & RECONCILIATION	6
Key Area 1 - Relationships	6
Key Area 2 - Respect	6
Key Area 3 - Opportunities	6
ISS' INDIGENOUS PROGRAM - KEY PLATFORMS	8
1. Direct Employment & Training	8
2. Community Engagement	9
3. Indigenous Business	9
ACTIONS & TARGETS	10
INFORMER ARTICLES	12
October 2017	12
November 2017	12
June 2018	13
August 2018	13
January 2019	14
April 2019	14
2020	14
ARTIST'S STATEMENT	15
CONTACT DETAILS	16



About ISS

ISS entered the Australian marketplace in 2002 and is now one of the country's largest facility services providers with revenues in excess of \$700m and employing a workforce of nearly 15,000 across Australia & New Zealand.

We serve all kinds of businesses, local and global, providing a range of services from cleaning to property maintenance. Our most important resource is our people – and our processes are designed to manage this great pool of skills and talents, so we can realise our vision to be the “Connecting people and places to make the world work better”.



The businesses we serve are generally in the following sectors:



AVIATION & TRANSPORT

As a worldwide provider of support services to Aviation and Transport customers, including security, screening and cleaning, ISS recognises the importance of creating the best passenger experience.

With a presence in aviation in every State of Australia, and a dedicated divisional team, we provide services for over 45 million passengers annually.

BUSINESS & INDUSTRY

Business and Industry is ISS Australia's most diverse portfolio encompassing government, commercial, retail, pharmaceutical, stadiums, manufacturing, IT, telecommunications and financial institutions. We provide a wide range of hard and soft services in this sector, specialising in safely delivering

Integrated Facility Services to complex environments, which require agility, innovation and professional service delivery.



RESOURCES

ISS recognises the importance of creating the best village experience to attract and retain a productive workforce. Our employees provide a welcoming service, supporting those who are away from home and providing high standards of customer service to ensure our customers are well fed, rested and feel looked after to maximise their productivity, increase their engagement and reduce turnover.

EDUCATION

ISS is one of Australia's largest suppliers of support services for the Education sector - and with good reason. We understand the education environment and the modern challenges faced by institutions, including increased competition, cost pressures, managing burgeoning student populations and facilities - all while meeting the needs of multiple stakeholders



HEALTHCARE

ISS delivers non-clinical services throughout Australia's Healthcare sector, striving to enhance patient experience. Patients, clinicians and visitors experience ISS services through thousands of touchpoints, all of which we carefully plan and manage to create positive experiences.

Engagement & Reconciliation

ISS' Indigenous Program is underpinned by the below key platforms:

- 1 **Direct Employment & Training**
- 2 **Community Engagement**
- 3 **Indigenous Business**



KEY AREA RELATIONSHIPS

At the core of our business is working successfully with our employees, customers, suppliers and communities in which we operate

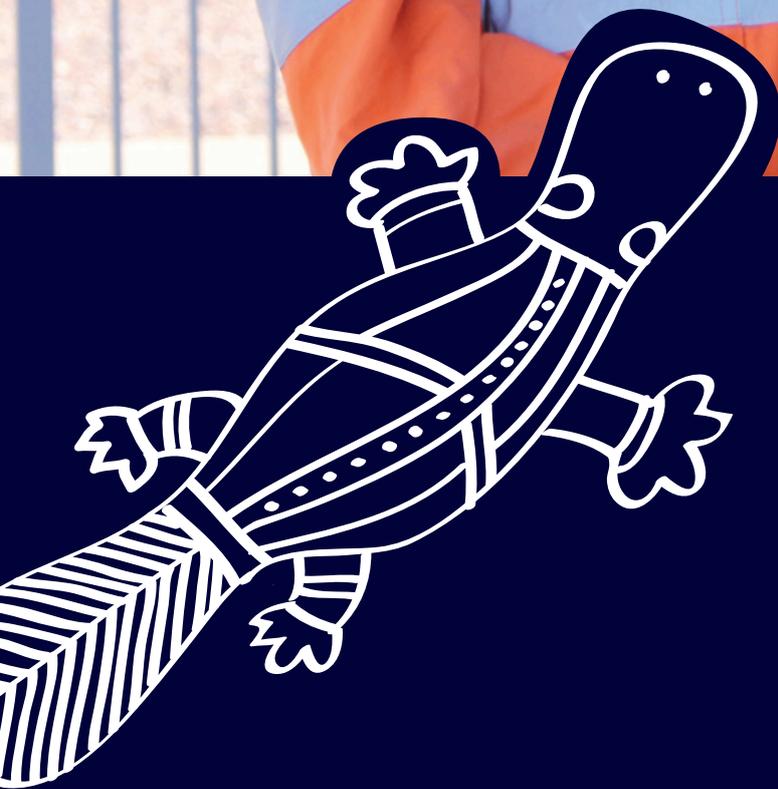
KEY AREA RESPECT

ISS is committed to working collaboratively, respectfully and appropriately with Indigenous Australians. This also includes making our workforce aware of the various community and employment initiatives we have in place.

KEY AREA OPPORTUNITIES

Employment is the motor of reconciliation and our initiatives largely focus around direct employment. This together with the emergence of a vibrant Indigenous business sector further improves our ability to deliver more broad economic benefits to Indigenous Australians.





"

I'm happy to work for ISS, as we are all treated equally

**ELOUISE GEPP
ROOM ATTENDANT -
CARRAPATEENA WA**

ISS' Indigenous Program – Key Platforms

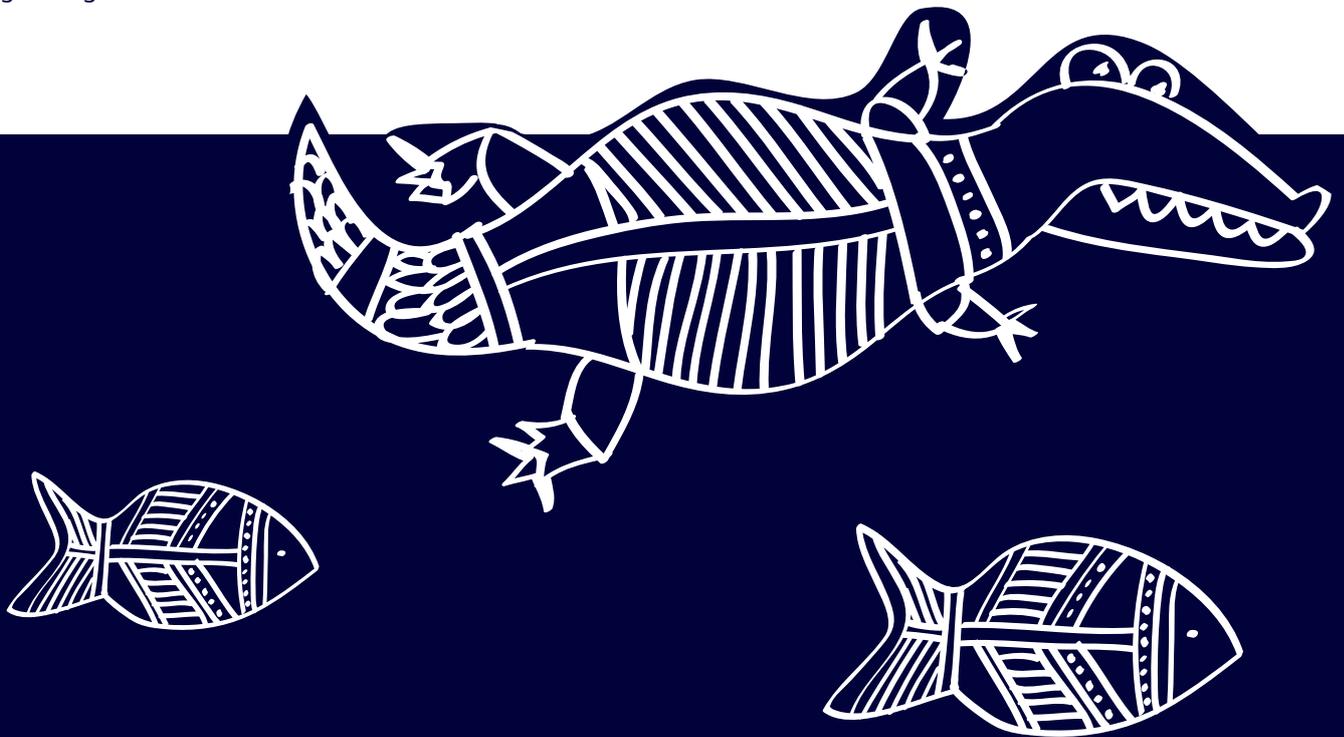
1 Direct Employment & Training

Since the Indigenous Employment Program inception within ISS in 2008, we have provided over 850 new Indigenous employment opportunities. Funding support via our Employment Parity Initiative agreement held between ISS and the Australian Federal Government has been instrumental in increasing our ability to play our part in Closing the Gap against key metrics such as the employment rate of Aboriginal & Torres Strait Islander people.

We establish our employment goals by taking into account a number of factors; including labour market metrics, contractual obligations, demographics and funding arrangements. ISS is also mindful of the barriers

that exist for many new entrants into our workforce, which means our recruitment practices and approaches need to be culturally appropriate and responsive to individual needs.

ISS also provide pre-employment training to eligible candidates across the business which includes support to complete any necessary site inductions or qualifications. This ranges from induction to Certificate IV level training – all at no cost to the participants. ISS also facilitate other mandatory training which will be delivered by the ISS Registered Training Organisation or other external training partners.



2 Community Engagement

ISS deliver a wide range of national community and employment initiatives to improve both Indigenous participation and social benefits for the communities in which we operate.

Where possible, ISS partners with our customers to establish well rounded programs that avoid unnecessary duplication and enhance quality of outcomes. ISS also aims to partner with local organisations and Government departments to further assist our community programs' effectiveness.

3 Indigenous Business

ISS currently holds supply contract spend of \$3.3m, with Indigenous businesses and Supply Nation members. Additional pipeline is expected to be created in the coming months. An emerging and prosperous Indigenous business economy is presenting unprecedented opportunities for Indigenous entrepreneurs to grow and succeed.

ISS is committed to ensuring we continue exploring potential pathways with suitably qualified Indigenous businesses. The opportunities will vary from small local level sub-contracting service agreements to the possibility of integrating a product or service into our supply chain.

When appropriate, ISS utilise groups such as Supply Nation, Indigenous Business Australia or other support organisations to assist enable interested parties develop

their ideas and enthusiasm to achieve economic independence. ISS also support the Rio Tinto Business Mentoring program by assigning key personnel in their area of expertise to assist registered Indigenous businesses with their strategic or operational concern.

“

My manager understands my culture and supports us all.

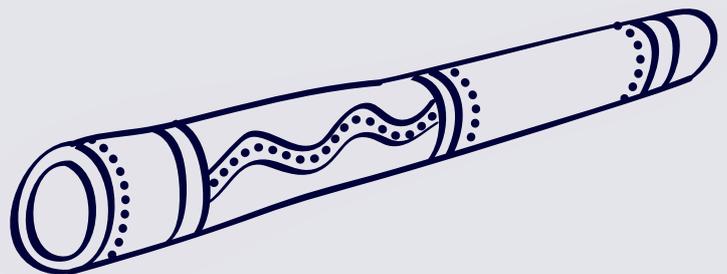
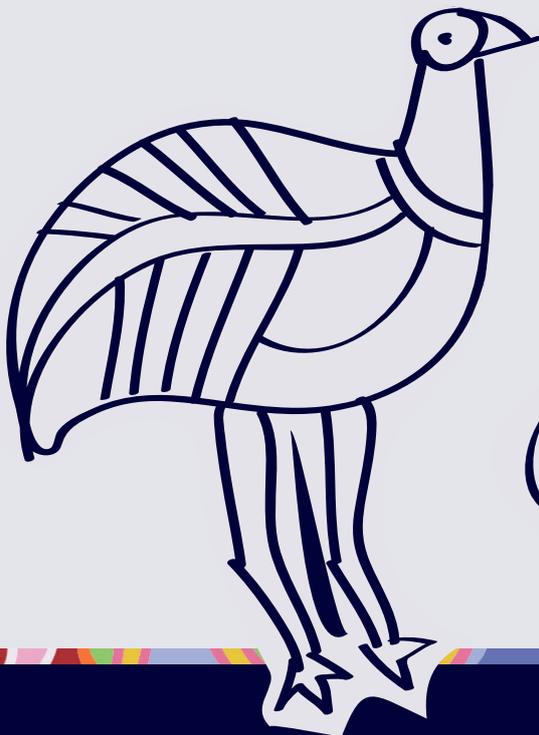
TRACEY CAPON
ISS CLEANER – SOUTHBANK
PARKLANDS QLD



Actions & Targets

ACTION	RESPONSIBILITY	KEY TARGET(S)
RAP Working Group monitors RAP implementation	CEO	<ul style="list-style-type: none"> ■ Meet 2 times per year
Develop external relationships with Aboriginal and Torres Strait Islander groups	GM P&C	<ul style="list-style-type: none"> ■ List of key Aboriginal and Torres Strait Islander groups ■ Meet with Aboriginal and Torres Strait Islander groups twice per year ■ Engage with TO's when applicable
Celebrate & participate in Reconciliation Week	GM P&C	<ul style="list-style-type: none"> ■ Host 4 events per year ■ RAP Working Group to host & encourage participation ■ Register NRW events
Raise internal awareness of the RAP	CEO	<ul style="list-style-type: none"> ■ Implement plan to raise awareness ■ Present RAP commitments to business
Engage Employees to increase cultural awareness	GM P&C	<ul style="list-style-type: none"> ■ Provide CA training opportunities ■ Maintain a link to RA website ■ 500 employees p/a to complete CA program ■ 100% of employees have access to CA program
Acknowledgement & welcome to country protocols	GM P&C	<ul style="list-style-type: none"> ■ Develop cultural protocols document ■ Acknowledgement or welcome at at major events ■ Senior leaders aware of response protocols
Celebrate & participate in NAIDOC events	GM P&C	<ul style="list-style-type: none"> ■ Host 2 NAIDOC week events per year & participate in external events ■ HR policy review to ensure adequate leave provisions ■ Encourage staff to participate
Show respect and appreciation for Aboriginal and Torres Strait Islander people	GM P&C	<ul style="list-style-type: none"> ■ Display Aboriginal and Torres Strait Islander artwork, images within ISS offices

ACTION	RESPONSIBILITY	KEY TARGET(S)
Encourage development of Aboriginal and Torres Strait Islander people	GM P&C	<ul style="list-style-type: none"> ▪ Review HR/Recruitment GPP ▪ Engage with Indigenous employees on strategies ▪ Develop appropriate employment & retention strategies ▪ 375 new Indigenous employment opportunities 2019-2023 ▪ Training opportunities available to Aboriginal and Torres Strait Islander employees ▪ Advertise vacancies in Indigenous media ▪ All vacancies encourage people who identify as Aboriginal or Torres Strait Islander to apply
Increase procurement opportunities from Aboriginal and Torres Strait Islander Businesses	CPO	<ul style="list-style-type: none"> ▪ Develop plan to increase Aboriginal and Torres Strait Islander business spend ▪ Review and reform current ISS procurement strategy ▪ ISS commits to \$3m spend per annum ▪ Continue membership with Supply Nation
Report achievements, challenges & learnings to RA	GM P&C	<ul style="list-style-type: none"> ▪ Complete RAP Measurement reports September each year ▪ Develop system to report RAP implementation ▪ Review, update & refresh RAP as required



October 2017

ISS has committed to providing 200 meals per week for the Indigenous Jigalong community in Newman, WA, and for those seeking crisis support in the region. Partnering with EPIS, ISS is organizing supplier donations and providing meals from our Village Management contract at Roy Hill, to support these vulnerable Australians. This fantastic new joint initiative with our client contributes to the large number of activities ISS undertakes to enhance our relationships with Indigenous communities across Australia.



Members of the Jigalong community in Newman, WA



Pre-packaged meals at Roy Hill ready for dispatch to EPIS

November 2017

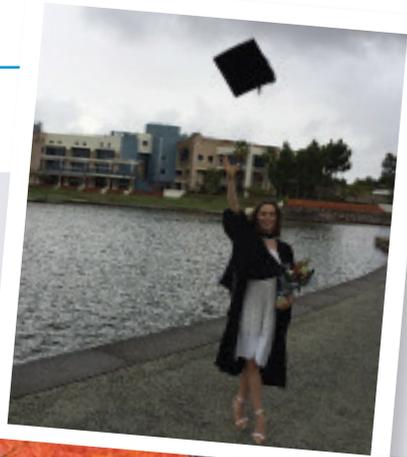
Since 2010, ISS has been a corporate sponsor for the Bond University Gala Dinner which raises money for the University's Indigenous support programs. ISS partners with Bond to support their Indigenous students through many avenues, including providing Indigenous scholarships, participating in the Yarning Up program and through this major fundraiser. Over the past eight years, the event has raised over \$2 million to support the university education of Indigenous Australians.



ISS representatives with Indigenous guests Aven and Melora Noah

June 2018

Since 2015, ISS has sponsored and Indigenous Scholarship Student Faith Considine at Bond University. Faith has now graduated with a Bachelor of International Relations and Business. Faith has been an exemplary student and member of the Bond University community, especially among Indigenous students. As Faith takes the first step into an exciting future and plans to complete postgraduate studies, she takes a look back at her university experience and reflects on how ISS' scholarship was a 'sliding doors' moment. "ISS has been the seed that allowed me to blossom. I wouldn't have been able to go to Bond University without the ISS scholarship".



August 2018

For the fourth consecutive year, ISS has taken part in Bond University's Yarning Up experience. This year, one of our ISS employees (EGM – Education, Phillip Thomson) joined other corporate executives who traveled to the remote Indigenous community of Lockhart River in far north Queensland, for a unique four-day 'immersion' in day-to-day life and traditional culture. The 2018 Yarning Up experience involved visits to Lockhart State School, the early childhood centre, Lockhart River Art Gallery, the women's shelter, the police station and health clinic. Most significantly, it presented multiple opportunities to 'yarn' one-on-one with Elders, leaders, educators, business operators and families at community barbeques, morning teas and picnic lunches. As a result of one such encounter two years ago, ISS supported the establishment of a cleaning services start-up called Lockhart Asset Services.



Phillip Thomson (second from left) with the 2018 Yarning Up participants

January 2019

ISS partnered with Indigenous cleaning chemicals company – Wirrpanda Supplies, whereby ISS supply several Wirrpanda Supplies' chemicals to our Hawaiian WA retail portfolio (14 locations in Perth). Through this partnership, ISS are assisting a local Indigenous small business as well as the wider Indigenous community through the Wirrpanda Foundation.



L-R: David Wirrpanda, Rajiv Coothoopermal (ISS), Darren McHugh (Hawaiian), Penny Robinson (ISS) and Paul Kagioulis (Chemform)



David Wirrpanda - Wirrpanda Foundation

April 2019

ISS partnered with our customer TAFE SA and the Kokatha Aboriginal Corporation (KAC), to provide a training program for Indigenous people, giving them accelerated opportunities for hospitality employment. Working with KAC – the traditional owners of the land, ISS and the TAFE SA Aboriginal Access Centre created an eight-week program, which combines specialized hospitality skill sets in kitchen and housekeeping with basic job skills practice.



2020

Each year ISS host and participate in a number of NAIDOC Week celebrations across our sites and offices to commemorate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. For NAIDOC Week 2019, our Southbank Parklands team held an event at Picnic Island Green for our Southbank and Roma Street Parklands clients. The event included an Indigenous welcome dance, address by ISS' Tracy Capon (Elder), as well as performances from ISS' Indigenous staff Terry Cassels and Kalb Addison.



Southbank Parklands Team

Artist's Statement

Sally Morgan is an artist, writer and designer who belongs to the Palyku people from the Pilbara. Her artworks are held in numerous public and private collections, including the National Gallery of Australia, Parliament House Collection and the Kelton Foundation. She was one of a small number of artists chosen to contribute to the United Nations Stamp Series, US Postal Service.

"This painting represents the ISS journey of life. ISS is symbolised by the large circle in the centre of the artwork. This circle brings life. From this life, radiates the creative network of relationships forming the ISS family."

"The artwork is bounded by a panel representing the holistic and harmonious nature of work/ life balance in a dynamic environment. Other symbols in the painting represent different cultures and communities coming together and learning from each other, the journey of growth individuals undertake to achieve the highest potential, and the world-class leadership offered by ISS."



ISS Facility Services Australia Limited

Level 6, 1 Thomas Holt Drive,
Macquarie Park, NSW, 2113

Tel: 02 8644 9700

www.au.issworld.com

