

Reconciliation Action Plan

July 2019 – July 2021



reece
group™



Our Artwork Story

This artwork symbolises water flowing over, under and through a network of pathways that interrelate and connect with each other. These pathways are our Reconciliation journey and encompass circular meeting places that represent our partnerships with communities, customers, suppliers and other businesses that we engage with.

The inner circle represents our vision for reconciliation - to improve the lives of our customers and people, supporting Aboriginal and Torres Strait Islander Peoples, businesses and communities, by taking steps towards Reconciliation.

This original artwork design was created by Marcus Lee, a proud Aboriginal descendant of the Karajarri people.



Message from our CEO	01
-----------------------------	-----------

Our Vision for Reconciliation	03
--------------------------------------	-----------

Our Business	05
---------------------	-----------

Our Purpose	07
--------------------	-----------

Our RAP	09
----------------	-----------

Innovation RAP	11
-----------------------	-----------

Relationships

Respect

Opportunities

Tracking

Message from our CEO

We're proud to share our first Innovate Reconciliation Action Plan July 2019 - July 2021.

Reece cares about the communities we work in and the lands we operate on. We acknowledge the Traditional Custodians of these lands and pay our respects to their elders past and present.

Our RAP outlines our commitment to improve the lives of Aboriginal and Torres Strait Islander Peoples by strengthening our relationships, respecting Indigenous culture and creating new opportunities.

Driving Australia towards Reconciliation is important to Reece and we are humbled to begin our partnership with Reconciliation Australia.



Peter Wilson
Chief Executive Officer
& Managing Director





Our Vision for Reconciliation

To improve the lives of our customers and people, supporting Aboriginal and Torres Strait Islander Peoples, Businesses and Communities, by taking steps towards Reconciliation.

The Reece Group in Australia operates on the traditional lands of First Nations' Peoples, and we're taking steps towards recognising the Traditional Owners and respecting their rights. Our relationships with Traditional Owners and other Aboriginal and Torres Strait Islander Peoples is something we're committed to.

At Reece we understand that to be successful in our vision for Reconciliation, we need to help improve the lives of First Nations' People. We aim to continue building relationships with Aboriginal and Torres Strait Islander Peoples to ensure they understand Reece, and how we can grow together.

Relationships are at the heart of our business, and when we talk about creating customers for life we're not just talking about our retail customers; we're referring to the communities, suppliers and other businesses we work with.



Our Business

The Reece Group is a leading supplier of plumbing, waterworks and HVAC-R products in Australia, New Zealand and the United States.

Established in 1920, we have a portfolio of specialised business units servicing the plumbing, bathroom, building, civil, irrigation and heating, ventilation, air conditioning and refrigeration (HVAC-R) industries:

Listed on the Australian Securities Exchange (REH), Reece employs approximately 4,800 people, operates almost 600 branches in Australia, supplying more than 300,000 products to trade and residential customers.

Reece's branch network spans regional and rural Australia, with 180 branches in NSW, 179 in Victoria, 121 in Queensland, 52 branches in WA, 44 in South Australia, 15 in Tasmania and 10 in the Northern Territory. We employ people in hundreds of different roles at Reece including office-based, technical, retail and school-based traineeships.

We do not currently record the number of our people who identify as Aboriginal and/or Torres Strait Islander but look to gather this information going forward.

The Reece Group is headquartered in Melbourne.

Plumbing and Bathrooms

- Reece Plumbing is Australia's leading supplier of plumbing and bathroom products, primarily servicing plumbers and other tradespeople.
- Reece Bathroom Life supplies premium bathroom products through its showrooms, providing customers with expert advice and a hands-on experience of our world-leading brands.
- Reece Onsite provides specialised service, supplying plumbing and bathroom products to volume home builders and commercial developers.
- Reece Irrigation & Pools provides specialised products and service for irrigation contractors, landscape designers, pool builders and home owners.

Waterworks

- Reece Civil provides specialised products and service for civil construction works including water mains, sewerage, drainage, fire services, gas mains and telecommunications.
- Viadux provides specialised products and services for large-scale civil construction works including water mains, sewerage and drainage.

HVAC-R

- Reece HVAC provides specialised equipment, parts and supplies for the commercial heating, ventilation, air conditioning and refrigeration industries.
- Actrol is Australia's largest wholesale supplier of parts and equipment to the commercial heating, ventilation, air conditioning and refrigeration industries.
- Metalflex provides heating, ventilation and air conditioning systems and parts for contractors servicing the residential market.

Our Purpose

To improve the lives of our customers and our people by striving for greatness every day.



Create customers for life



Discover your best



Grow as a team



Innovate big and small



Try. Try. Try.



Own it



Keep it simple



Do the right thing



Be humble



Write the next chapter

Our RAP

We started our journey toward Reconciliation in late 2017 when we identified that, while there were parts of our business that were already on their journey towards Reconciliation, we should work together in efforts towards Reconciliation.

Our Reconciliation Action Plan (RAP) forms part of the Reece Group's Corporate Social Responsibility program, which is endorsed by the Executive Team and Board.

In July 2018, following consultation with teams already working with Aboriginal and Torres Strait Islander communities, we held a workshop in Melbourne and established a Reconciliation Action Plan Working Group. The Group consists of senior managers, Aboriginal and Torres Strait Islander Reece employees and other Australian employees.

We also engaged an experienced Indigenous Advisory Consultant, Helen Slater, to assist with the development of our first RAP; to provide advice and guidance on initiatives and objectives; and to assist in working with local Aboriginal and Torres Strait Islander communities.

After reviewing our existing Reconciliation activities, we began the process of developing an 'Innovate' RAP to increase our Aboriginal and Torres Strait Islander engagement. The Strategy sets out priorities for Aboriginal and Torres Strait Islander participation at Reece over the next two years.

Our Innovate RAP seeks to deliver:

Corporate Strategy

Including Aboriginal and Torres Strait Islander relations in our corporate strategy, to establish Reece as a leader in supporting Aboriginal and Torres Strait Islander Peoples and communities.

Cultural Competency

Increasing employees' understanding and knowledge of Aboriginal and Torres Strait Islander relations and cultures through Cultural Awareness programs.

Cultural Recognition

Creating a company culture that respects and acknowledges Aboriginal and Torres Strait Islander cultures, heritage, values and beliefs.

Relationships and Partners

Collaborating with key stakeholders to ensure mutually beneficial outcomes for Aboriginal and Torres Strait Islander communities, our clients, our partners and Reece.

Growth and Employment

Increasing the involvement of Aboriginal and Torres Strait Islander Peoples in the success and growth of our business.

Innovate RAP



Relationships



Respect



Opportunities



Tracking



Relationships

Relationships are at the heart of the Reece Group. We create customers for life, we grow as a team, and we do the right thing.

Our ability to work with others, from business partners and suppliers through to Aboriginal and Torres Strait Islander communities, helps us achieve our purpose. We work on the traditional lands of First Nations' Peoples, which means it is our responsibility and obligation to ensure their rights are respected. Our relationships with Traditional Owners and other Aboriginal and Torres Strait Islander Peoples will evolve with experience, and through the lessons we learn along the way.

ACTION

Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.

Build relationships through celebrating National Reconciliation Week (NRW).

Promote Reconciliation through our sphere of influence.

Promote positive race relations through anti-discrimination strategies.

DELIVERABLE

Develop and implement an engagement plan to work with our current and potential Aboriginal and Torres Strait Islander stakeholders.

Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement.

Develop a database including local Aboriginal organisations, Reece sites, all existing relationships with employees and local communities, Aboriginal business owners or businesses who have or support the RAP.

Build a regional activity plan to organise at least one internal event for NRW every year, to be held across all our branches across the country.

Register all NRW events via Reconciliation Australia's NRW website.

Support an external NRW event.

Ensure our RAP Working Group participates in a local external event and support site employees to attend to recognise and celebrate NRW.

Extend an invitation to Aboriginal and Torres Strait Islander Peoples to share their reconciliation experiences or stories.

Circulate Reconciliation Australia's NRW resources and Reconciliation materials to our employees.

Encourage and support employees and senior leaders to participate in at least one external event to recognise and celebrate NRW.

Implement strategies to engage our employees in Reconciliation.

Communicate our commitment to Reconciliation publicly.

Explore opportunities to positively influence our external stakeholders to drive Reconciliation outcomes.

Collaborate with Reconciliation Australia and other like-minded organisations to develop ways to advance Reconciliation.

Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.

Develop, implement and communicate an anti-discrimination policy for our organisation.

Engage with Aboriginal and Torres Strait Islander employees and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.

Educate senior leaders on the effects of racism.

TIMELINE

June 2020

June 2020

June 2020

May each year over two years

May each year over two years

27 May- 3 June each year over two years

27 May- 3 June each year over two years

May each year over two years

May each year over two years

27 May - 3 June each year over two years

December 2019

September 2019

June 2020

June 2020

June 2020

June 2021

June 2020

June 2021

RESPONSIBILITY

RAP Working Group Chair

RAP Working Group Chair

RAP Working Group Chair

Communications Advisor

Communications Advisor

RAP Working Group Chair

RAP Working Group Chair

Communications Advisor

Communications Advisor

Communications Advisor

Communications Advisor

Communications Advisor

Communications Advisor

Communications Advisor

Safety & Wellbeing Coordinator

Safety & Wellbeing Coordinator

Safety & Wellbeing Coordinator

Safety & Wellbeing Coordinator

Respect

As part of our journey to reconciliation it is important to Reece that we recognise Aboriginal and Torres Strait Islander Peoples as the First Australians.

Our aim is to build our employees' understanding and knowledge of Aboriginal and Torres Strait Islander relations and cultures, and to create a company that respects and acknowledges Aboriginal and Torres Strait Islander cultures, heritage, values and beliefs.

ACTION

Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.

Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.

Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.

DELIVERABLE

Conduct a review of cultural learning needs within our organisation.

Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.

Develop and implement an Aboriginal and Torres Strait Islander cultural awareness training strategy for our people, which defines their cultural learning needs in all areas of our business and considers various ways cultural learning can be provided (online, face to face workshops etc).

Introduce cultural awareness training for leaders and team members.

Include RAP in induction process for all new employees.

Provide opportunities for RWG members, RAP champions, and other key leaders to participate in cultural training.

Engage Traditional Owners, local Aboriginal and Torres Strait Islander groups or consultants to deliver lunch and learn sessions to Reece people on relevant Cultural Heritage/Cultural Awareness topics.

Investigate opportunities to develop and display Aboriginal history and stories at key sites. This could include interpretative signage, wall projections or video.

Develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country.

Develop a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships.

Invite a Traditional Owner to provide a Welcome to Country at significant events, including official facility openings.

Include an Acknowledgement of Country at the commencement of all important internal and external meetings.

Encourage our people to include an Acknowledgement of Country at the commencement of all meetings.

Organise and display an Acknowledgment of Country plaque in our office building.

Investigate the inclusion of an Acknowledgement of Country on our website and other relevant communication platform.

Increase employees' understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.

Review Reece policies and procedures to ensure there are no barriers to team members participating in NAIDOC Week.

Provide opportunities for all Aboriginal and Torres Strait Islander team members to participate with their cultures and communities during NAIDOC Week.

Celebrate NAIDOC week in line with yearly theme by attending and representing Reece at local community events.

RAP Working Group to participate in an external NAIDOC Week event.

TIMELINE

June 2020

June 2020

June 2021

June 2021

April 2020

June 2020

October 2019

December 2020

August 2019

August 2019

September 2019

December 2019

December 2019

December 2020

December 2019

August 2019

June 2020

July each year

July each year

July each year

RESPONSIBILITY

Learning Experience Lead

Learning Experience Lead

Learning Experience Lead

Learning Experience Lead

Learning Experience Lead

Learning Experience Lead

Learning Experience Lead

Workplace Development Manager

Communications Advisor

Communications Advisor

RAP Working Group Chair

Communications Advisor

Communications Advisor

Workplace Development Manager

Communications Advisor

Communications Advisor

Safety and Wellbeing Coordinator

Communications Advisor

Communications Advisor

RAP Working Group Chair, Communications Advisor, Business Development Manager

Focus Area

Opportunities

We are committed to 'closing the gap' by providing employment opportunities for long-term, sustainable employment, training, education and business opportunities for Aboriginal and Torres Strait Islander people and their communities. Our aim is to increase the involvement of Aboriginal and Torres Strait Islander Peoples in the success and growth of our business, to become an employer of choice and increase supplier diversity within the Reece supply chain.

ACTION

Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.

Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.

Investigate opportunities through the Reece Grant.

Investigate opportunities in other areas of the business.

DELIVERABLE

Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.

Engage with existing Aboriginal and Torres Strait Islander team members to consult on employment strategies, including professional development.

Advertise vacancies in Aboriginal and Torres Strait Islander media.

Review our recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander team members and future applicants applying for employment and participating in our workplace.

Investigate Aboriginal and Torres Strait Islander Agency Hire Companies.

Develop ongoing opportunities for Aboriginal and Torres Strait Islander apprenticeships and traineeships within current programs.

Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.

Review and update procurement policies and procedures to ensure there are no barriers for procuring goods and services from Aboriginal and Torres Strait Islander businesses.

Develop and communicate to our people a list of Aboriginal and Torres Strait Islander businesses that can be used to procure goods and services.

Develop at least three commercial relationships with Aboriginal and/or Torres Strait Islander owned businesses.

Engage Aboriginal and Torres Strait Islander Business to consult on designing and printing the RAP.

Investigate Supply Nation membership.

Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.

Explore the inclusion of an Aboriginal and Torres Strait Islander Peoples category within the Reece Grant.

Investigate opportunities to increase pro bono activities.

Support Leadership representation at Garma.

TIMELINE

June 2020

June 2020

June 2020

June 2020

October 2020

February 2020

June 2020

August 2019

June 2020

June 2020

September 2019

September 2019

June 2021

December 2019

June 2021

May 2019

RESPONSIBILITY

Safety and Wellbeing Coordinator

Safety and Wellbeing Coordinator

Safety and Wellbeing Coordinator

Safety and Wellbeing Coordinator

Safety and Wellbeing Coordinator

Safety and Wellbeing Coordinator

Safety and Wellbeing Coordinator

Group Procurement Manager

Group Procurement Manager

Group Procurement Manager

Communications Advisor

Group Procurement Manager

Group Procurement Manager

Plumbing Marketing Coordinator

RAP Working Group Chair

Chief Communications Officer

Tracking

ACTION

Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.

Provide appropriate support for effective implementation of RAP commitments.

Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.

Continue our Reconciliation journey by developing our next RAP.

DELIVERABLE

RWG oversees the development, endorsement and launch of the RAP.

Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG.

Meet at least four times a year to monitor and report on RAP implementation.

Establish Terms of Reference for the RWG.

Define resource needs for RAP implementation.

Engage our senior leaders and other employees in the delivery of RAP commitments.

Define and maintain appropriate systems to track, measure and report on RAP commitments.

Appoint and maintain an internal RAP Champion from senior management.

Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.

Report RAP progress to all employees and senior leaders quarterly.

Publically report our RAP achievements, challenges and learnings, annually.

Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.

Register via Reconciliation Australia's website to begin developing our next RAP.

TIMELINE

Quarterly each year over two years

May 2020, May 2021

Quarterly each year over two years

July 2019

June 2020

September 2019

July 2019

July 2019

30 September each year over two years

Quarterly each year over two years

August each year over two years

May 2020

January 2021

RESPONSIBILITY

RAP Working Group Chair

RAP Working Group Chair

RAP Working Group Chair

RAP Working Group Chair

RAP Working Group Chair

Chief Communications Officer

Communications Advisor

RAP working Group Chair

Communications Advisor

Communications Advisor

Communications Advisor

Communications Advisor

Communications Advisor



RECONCILIATION
ACTION PLAN

INNOVATE

reece
group™

Contact Details

Lizzy Geremia

Chief Communications Officer

0439 844 191

lizzy.geremia@reece.com.au

