Reconciliation Action Plan

OCTOBER 2022 – APRIL 2024

RECONCILIATION ACTION PLAN

REFLECT

TOMRA | CLEANAWAY

ACKNOWLEDGEMENT OF COUNTRY

TOMRA Cleanaway acknowledges the Traditional Custodians of Country throughout the lands upon which we operate, especially the Darug and Wurundjeri Peoples.

We pay our respects to Elders past, present and emerging for their connections and care of Country, song lines and culture.

RECONCILIATION ACTION PLAN
REFLECT

A message from Reconciliation Australia

Reconciliation Australia welcomes TOMRA Cleanaway to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

TOMRA Cleanaway joins 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 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 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 increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables TOMRA Cleanaway 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 TOMRA Cleanaway, 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

A message from TOMRA Cleanaway

On behalf of TOMRA Cleanaway and our Board, I am truly proud to deliver our inaugural Reflect Reconciliation Action Plan (RAP). Our RAP is a welcomed addition to our commitment and vision to building strong relationships and respect between our organisation and First Nations Peoples.

This Reflect Reconciliation Action Plan steps out the pathway of activities we have committed to complete in the coming 12 to 18 months. Each initiative brings further purpose and enhancement to the activities that have been delivered previously, and aid in creating an inclusive and welcoming structure that scaffolds opportunities for positive outcomes within our sphere of influence.

TOMRA Cleanaway's organisational ethic is centred on meaningful engagement, and as an active participant in connecting with First Nations communities, we seek to ensure Aboriginal and Torres Strait Islander Peoples are uplifted through involvement with our network and services and are active, flourishing team members of our organisation. Our vision for Reconciliation will ultimately be achieved through partnership, one of the foundations of our business.

The pillars of our Reflect RAP are centred on four principles, respect, relationships, opportunities and governance. By exploring our areas of influence and investigating and collaborating, we will be able to deliver and identify learnings and opportunities that guide achievement in our Reflect RAP. Pivotal in helping drive the change we will deliver is our Reconciliation Action Plan Working Group.

Our Reconciliation Action Plan Working Group are a dedicated cohort of representatives that have invested time and effort to deliver TOMRA Cleanaway's Reconciliation Action Plan activities. Further to this, they have committed achievement of each deliverable to maintain our organisational momentum and success. This RAP is a statement of our intent and commitment to Reconciliation, now and into the future.

James Dorney
CEO, TOMRA Cleanaway

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Developed by the TOMRA Cleanaway RAP Working Group in 2022

Reconciliation Action Plan working group members

NAME	ROLE TITLE	REASON FOR INVOLVEMENT
Koryce Su Accounts & Audit Representative	Administration & Customer Service Officer	Desire to improve outcomes for First Nations Peoples. Raise the profile of culture and connection to Country.
Janice Lee Finance Representative	Senior Financial Accountant	Understanding of the barriers to community members, wants to help lift connected Aboriginal Peoples through capacity building.
Vesna Davidovic Executive Representative	Network Development & Compliance Manager	Lived experience from regional travels to discrete remote NSW communities. Driven to build First Nations partnerships and strengthen opportunities through equal access and equality.
Tara Rapley Customer Service Representative	Customer Service Supervisor	Recognition that Aboriginality was not something celebrated growing up. Desire to change outcomes for future generations.
Michelle Mandl-Keating Executive Representative	Communication & Engagement Manager	Recognition of ability to work with Aboriginal Peoples to improve outcomes and make our organisation a culturally safe place.
Reena Bhattarai Finance Representative	Payables Administration Officer	Gratitude and service are important personal goals, being involved in the RAP WG will provide an avenue to be of service.

Reflect - About our business

TOMRA Cleanaway

Reflect Reconciliation Action Plan October 2022 – April 2024

TOMRA Cleanaway is the proud network operator for NSW's container deposit scheme, Return and Earn and proudly delivers the Victorian container deposit scheme 'West Zone' for Vic CDS. We are a joint venture organisation between TOMRA Collections, global leader in container deposit technology and Cleanaway, Australia's premier waste management and resource recovery business. TOMRA Cleanaway leverages the best of both organisations to deliver container deposit collections and recycling for the community.

In delivering network operations in NSW and Victoria, TOMRA Cleanaway engages with communities to ensure that support, participation, and advocacy for the container deposit schemes continually builds. This is a key role that TOMRA Cleanaway holds and delivers in partnership with the scheme coordinators and state government agencies in NSW and Victoria.

TOMRA Cleanaway has been operational since 2017, and directly employs 31 staff members including two team members who identify as Aboriginal peoples. Our primary operational location for NSW is based in Eastern Creek, with involvement and influence throughout the entirety of NSW via our network of over 620 return points. Our extended network means that we have over 750 employees across all ventures throughout the business.

The return point network in NSW provides community access to Return and Earn, enabling citizens of NSW to return eligible drink containers for a 10c redemption. The network of return points includes automated machines, hosted by commercial leasing arrangements, or high-speed, high volume processing locations called automated depots and manual collection points, known as over-the-counter return points. All return points involve valuable partnerships with organisations that have deep connections into their local communities.

Since commencement of NSW network operation in December 2017, TOMRA Cleanaway has partnered with several First Nations organisations and businesses to host return points. These organisations have been instrumental in ensuring scheme outcomes are achieved, as well as providing access to the scheme for discrete Aboriginal communities in NSW.

In Victoria, TOMRA Cleanaway also delivers a collection point network, but with a geographic footprint focused on Victoria's western regional area, as well as Melbourne's west covering 28 local government areas. Our Victorian business centre is based in Tottenham, at our central sorting facility.

By partnering with targeted First Nations collection point hosts in NSW and Victoria, we have been able to encourage a variety of outcomes in First Nations communities. Feedback from our partners has included that the Country is being cleaned up through the return point and community members are taking pride in their involvement with the scheme, whilst being able to generate income at the same time.

Our RAP

TOMRA Cleanaway's RAP Executive Champion is James Dorney, CEO. As a service provider to the NSW community, our vision for reconciliation is to be an active participant in connected communities that are uplifted through their involvement with our network and services. TOMRA Cleanaway engages in meaningful relationships that deliver benefits to Aboriginal and Torres Strait Islander peoples and businesses across our locations of influence.

Our business recognises the local Aboriginal community where our head office operations reside, the Darug peoples of Western Sydney. Throughout our commitment to reconciliation, we will continue to engage and reach out to members of the local Darug peoples to help guide us in our RAP journey. TOMRA Cleanaway's operations are throughout multiple Countries across NSW and involve engagement and working with Aboriginal peoples across these regions.

TOMRA Cleanaway has endorsed a Reconciliation Action Plan Working Group to play an active role in organising and encouraging our team and business in formulating and encouraging our reconciliation journey. Our RAP journey is based on three core pillars that underpin all that we are aiming for in reconciliation:

- Relationships
- Respect
- Opportunities

TOMRA Cleanaway is committed to helping build strong relationships and respect between our business, non-Indigenous peoples and Aboriginal and Torres Strait Islander peoples by creating a workplace culture that understands, values and respects histories, cultures, and contributions of First Nations peoples.

In addition to our community engagement, TOMRA Cleanaway is committed to providing a better understanding of the culture and history of Aboriginal and Torres Strait Islander peoples, creating equity and equality within the business, through an ongoing program of engagement.

A container deposit scheme benefits local communities, both environmentally and financially. The Aboriginal and Torres Strait Island community prides themselves on their strong, sound connection with Country. This common belief we share will be leveraged to improve our trust and relationships with partners, community members and team members, both non-Indigenous and First Nations Peoples alike.

Our partnerships and current activities

TOMRA Cleanaway is committed to achieving meaningful partnerships and relationships with First Nations businesses and organisations across all regions that we operate.

Our Team is participating in interactions that are respectful and culturally sensitive, and working towards developing trust with our partners, to ensure we are delivering opportunities to participate in Return and Earn to Aboriginal and Torres Strait Islander communities across NSW.

TOMRA Cleanaway recognises that building strong open relationships with local communities is a fundamental requirement to the success of our business. We believe that relationships are built on respect and trust and developed through consultation and understanding. Only through understanding and connecting with Aboriginal and Torres Strait Islander peoples, can we achieve greater learning and engagement with the communities in which we operate.

TOMRA Cleanaway's commitment to cultural awareness will continue to be developed across focus areas mentioned below, to ensure that staff and contracted service providers understand and respect the strengths of Aboriginal and Torres Strait Islander peoples. We partner with businesses and organisations in locations that enable Aboriginal and Torres Strait Islander peoples and communities to deliver Return and Earn access in Country.

TOMRA Cleanaway has engaged our return point partners to investigate their involvement in their local community and in particular their current processes involving their Aboriginal and Torres Strait Island community members. Information gathered will be used to provide evidence on the benefits of localised partnerships, enabling more return points to get actively involved in engaging their local Aboriginal and Torres Strait Islander peoples to get involved, increasing recycling and waste management practices in Country and commit to reconciliation. This data is evidenced in our sample Case Studies below.

Two of our RAP working group members have completed Aboriginal Cultural Awareness Training through Walya. TOMRA Cleanaway will expand training to the entire organisation. We have engaged with one of our partners, KARI Foundation to provide face-to-face training for all members of TOMRA Cleanaway, to provide the knowledge and understanding of the culture and history of Aboriginal and Torres Strait Islander peoples.

NAIDOC Week 2021 involved TOMRA Cleanaway and Return and Earn partnering with not-for-profit organisation, KARI Foundation, to promote our support and engagement with Aboriginal and Torres Strait Islander peoples.

As a part of this partnership and commitment, a KARI Foundation artist was commissioned to develop an artwork to embellish the side of one of our collection vehicles. The vehicle selected also only operates on Darug Country across western Sydney to the foothills of the Blue Mountains.

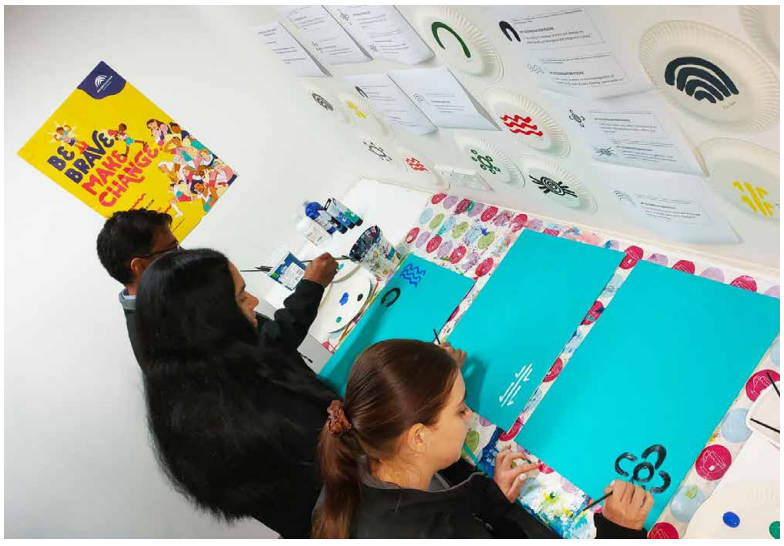
Our Reconciliation Action Plan Working Group has worked on an annual program that engages our team members involved in upcoming events, including National Reconciliation week and NAIDOC week 2022. Activities that were delivered for National Reconciliation Week in 2022 were designed to draw our employees into considering their own personal commitments to Reconciliation with First Nations Peoples and identify where we are individuals can make adjustments to our lives and commit to Reconciliation. Our NAIDOC Week 2022 activities were designed to embed Reconciliation goals without our employee cohort.

NATIONAL RECONCILIATION WEEK 2022

Our employees were given the opportunity to make a public pledge of their reconciliation commitment through creation of our unique Reconciliation artwork. Selection of an icon to mark their commitment and make a public pledge was the primary celebratory activity of National Reconciliation Week 2022. Pledges employees could choose from included;

- I will commit to deliver an Acknowledgement of Country at the start of every meeting I participate in.
- I am willing to continue to learn and develop my understanding of First Nations Peoples and Cultures.
- I will get involved in training and educational opportunities at work to learn more about First Nations Peoples and Cultures.
- I will speak to others outside of work about what I learn regarding First Nations Peoples and Cultures.
- I will be proud to speak about and encourage others to proudly speak about First Nations Peoples and Cultures.
- I will find modern arts, music and culture from and about First Nations Peoples and Cultures to listen, reflect and learn from.
- I will learn more about our First Nations operators, their connection to Country and how they engage community in their services.

TOMRA Cleanaway's employees were highly enthusiastic in the activity and demonstrated thoughtful application of their pledges. Below photographed is a selection of our Team participating in the pledge activity during Reconciliation Week 2022.



Another of the key activities delivered during week, included the launch of TOMRA Cleanaway's 'Acknowledgement of Country', and creation of our bespoke Reconciliation Artwork. The launch of our Acknowledgement of Country occurred at an afternoon tea during National Reconciliation Week, that included provision of catering by Supply Nation certified, Aboriginal Business operator, Kallico Catering.

NAIDOC WEEK 2022

NAIDOC Week 2022 also provided TOMRA Cleanaway the opportunity further enhance our internal and external engagement with Reconciliation efforts. To celebrate NAIDOC Week several key activities were implemented to drive employee engagement with Reconciliation. TOMRA Cleanaway launched our Reconciliation artwork, called "Caring for Country Together". Designed by contemporary Aboriginal Artist, and proud Kamilaroi woman Rhonda Sampson in collaboration with TOMRA Cleanaway, the artwork storyline is a visual representation of our work and business ethic that is focussed on working in partnership with communities and our responsibility to leave the environment better for the next generation.

TOMRA Cleanaway - 'Caring for Country Together' by Rhonda Sampson, NAIDOC Week 2022

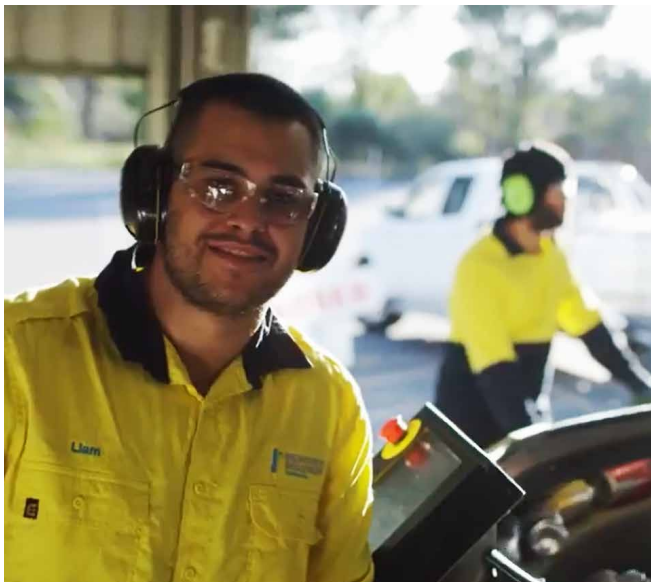
ACKNOWLEDGEMENT OF COUNTRY

Development of our Reconciliation artwork epitomises and depicts many of the elements of our interconnectivity and network across NSW that involves our interactions with the environment and communities. Our Reconciliation artwork provided the opportunity to develop another initiative launched during NAIDOC Week 2022, which was digitising our Acknowledgement of Country and including this as a permanent e-signature on all employees emails, pop up for visitors to our website and across all reports and communication documents.

CELEBRATING NAIDOC WEEK 2022 WITH OUR COMMUNITY

In collaboration with partners in NSW container deposit scheme delivery, Exchange for Change, TOMRA Cleanaway joined together to attend a NAIDOC Week 2022 function in the Sydney CBD. Hosted by Aboriginal community services organisation, KARI Foundation.

The function provided 'lived' experiences presentations from speakers at the event, highlighting and reinforcing the initiatives TOMRA Cleanaway are delivering through our Reconciliation Action Plan will help provide a safe environment for First Nations Peoples in our organisation.



During NAIDOC Week 2022, TOMRA Cleanaway worked with partner organisations for the NSW container deposit scheme, to shine a light on First Nationals Peoples stories from within the scheme and our container deposit network. As a result of this activity a series of 5 short form videos were produced and released throughout the week. These videos provide a focus on stories of partnerships, school students, individuals and business operators, all of whom have seen the direct impact of TOMRA Cleanaway's network for the NSW container deposit scheme in their local area.

Case studies

WONGAIBON COUNTRY

COBAR AND DISTRICT RUGBY UNION FOOTBALL CLUB – CONTRACTED RETURN POINT OPERATOR IN COBAR, COBAR COUNCIL

Cobar in far western NSW has a high local Aboriginal Peoples population. Cobar is located 40 mins from Mount Grenfell, where the Mount Grenfell Rock Art is a living examples of ancient Aboriginal rock art by the local Wongaibon peoples that is continuously updated by peoples living on Wongaibon Country.

Through operation of the return points in partnership with TOMRA Cleanaway, the Rugby Union Football Club is able to offer players that identify as Aboriginal or Torres Strait Islander Peoples, access to new equipment and pay for memberships.

WORIMI COUNTRY

RESOURCE RECOVERY AUSTRALIA – CONTRACTED RETURN POINT OPERATOR IN TUNCURRY, MID-COAST COUNCIL

Resource Recovery Australia's (RRA) partnership in hosting an automated depot, a bulk container processing location in the Mid-Coast Council in Worimi Country of NSW, has demonstrated that a 'waste to wages' model can provide gainful, skilled employment for targeted populations experiences challenges to employment. RRA through their operation has been able to provide targeted employment for employees that identify as Aboriginal Peoples, helping embed the ideology of 'cleaning up County' in the area.

KIMILAROI COUNTRY

GRAWIN CLUB IN THE SCRUB – CONTRACTED RETURN POINT OPERATOR IN CUMBORAH, BARWON SHIRE COUNCIL

Return point operator in remote regional NSW, 100km south west of Lightning Ridge. The location of Cumborah is situated on Kimilaroi Country.

The 'Club in the Scrub' operates a return point, where funds from the return point raised go back into community of Cumborah and enables the return point to provides discounted food and utilities to community members.

The neighbouring town of Walgett has a large First Nations population whom frequent Cumborah for the Opal Fields and when Club in the Scrub host community events that include local Aboriginal artwork.

KIMILAROI COUNTRY

MERINDA RECYCLERS – CONTRACTED RETURN POINT OPERATOR IN QUIRINDI, LIVERPOOL PLAINS SHIRE COUNCIL

Operated in the Liverpool Plains Shire Council by the Aboriginal Land Council of Quirindi, Merinda Recyclers directly employs 2 Aboriginal Peoples from the north western slopes in Kimilaroi Country. The involvement with the scheme and partnership with TOMRA Cleanaway has enabled economic development and social and charity outcomes in the local area.

Relationships

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.	October 2022	Accounts & Audit Representative
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	December 2022	Executive Representative
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2023	Executive Representative
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2023	RAP Champion
	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 Champion
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	May 2023	RAP Champion
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	October 2022	Executive Representative
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	November 2022	Executive Representative
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	October 2022	Customer Service Representative
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2022	Customer Service Representative

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 organisation.	October 2022	Executive Representative
	Conduct a review of cultural learning needs within our organisation.	October 2022	Executive Representative
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.	October 2022	Accounts & Audit Representative
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	October 2022	Executive Representative
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 2023	RAP Champion
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2023	RAP Champion
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2023	Executive Representative

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 organisation.	October 2022 - Ongoing	Executive Representative
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	October 2022 - Ongoing	Executive Representative
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.	December 2022	Executive Representative
	Investigate Supply Nation membership.	December 2022	Executive Representative

Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10. Maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	July 2023	Executive Representative
	Review and update Terms of Reference for the RWG.	July 2023	Executive Representative
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	October 2022	RAP Champion
11. Maintain appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP maintenance.	July 2023	Executive Representative
	Engage senior leaders in the delivery of RAP commitments.	October 2022	RAP Champion
	Maintain a senior leader to champion our RAP internally.	October 2022	RAP Champion
	Define appropriate systems and capability to track, measure and report on RAP commitments.	October 2022	RAP Champion
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	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 2023	Executive Representative
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	Executive Representative
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	Executive Representative
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	March 2024	Executive Representative

Further information about TOMRA Cleanaway's RAP can be requested of the nominated representative below:

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