



**Viva Energy Australia**  
Reconciliation Action Plan  
November 2019 – November 2021





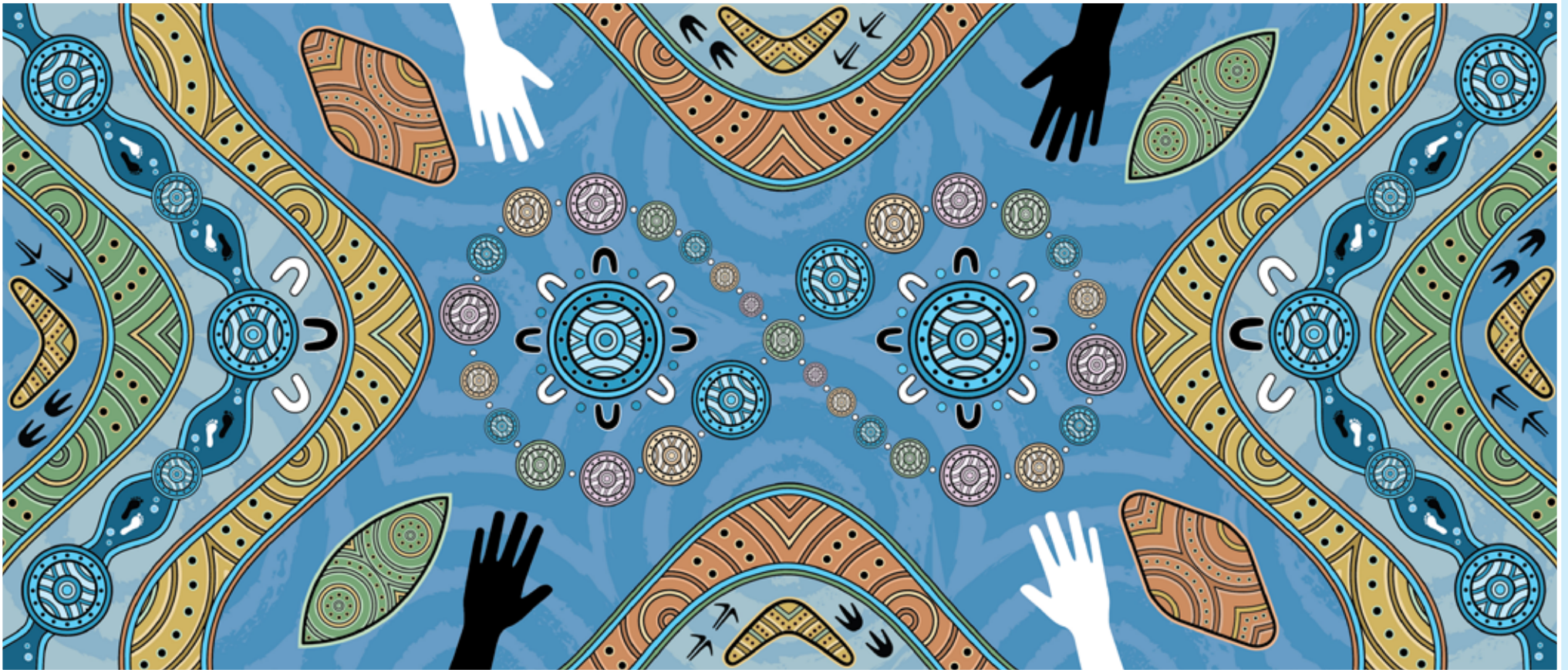


## Contents

<b>Artwork .....</b>	<b>4</b>
<b>Acknowledgement of Country .....</b>	<b>6</b>
<b>Message from our CEO .....</b>	<b>8</b>
<b>Message from Reconciliation Australia .....</b>	<b>9</b>
<b>Our vision for reconciliation .....</b>	<b>10</b>
<b>Our business .....</b>	<b>10</b>
<b>Supporting Australia's economy .....</b>	<b>11</b>
<b>Our RAP .....</b>	<b>12</b>
<b>Relationships .....</b>	<b>17</b>
<b>Respect .....</b>	<b>27</b>
<b>Opportunities .....</b>	<b>33</b>
<b>Governance .....</b>	<b>41</b>

## Artwork

### *Wa-ngal yalinguth, yalingbu, yirramboi*



Wa-ngal = you and me

Yalinguth = yesterday

Yalingbu = today

Yirramboi = tomorrow

(Woi-wurrung language)



## Art narrative

The circles in the middle represent the diverse Indigenous communities that live across Australia. They form an infinity symbol, which depicts the continuity of the oldest living culture in the world. The infinity symbol also reflects Viva Energy. Viva means 'long live'.

The dots and lines depict the familial connections and knowledge being passed down and shared.

The ripples that flow throughout the art, shows the positive energy that Viva Energy's RAP will have on the broader community.

The pathways show the connection between the communities.

The feet represents walking in reconciliation and caring for Country and that we are still being guided by our Elders and ancestors.

The 'U' shape symbols represent the RAP committee meeting to implement the RAP actions and to build relationships and work in collaboration to ensure that Indigenous people are able to share their culture and tell their stories.

The shields represent the strength and resilience of Indigenous people.

The gum leaves are significant to Kulin people, the traditional Custodians of the land where our Docklands Office, Geelong Refinery, Newport Terminal Melbourne and Avalon airports are located. The gum leaves are used for ceremony and in particular; 'Welcome to Country'. They are extended to guests of the Kulin Nation and remind us that whilst this is home to many, we have joined their community and it is always important to honour and respect Traditional Custodians.

The boomerangs represent returning to culture to find counsel and wisdoms.

The Kangaroo and Emu tracks represents the broader Australian community and moving forward; as these animals can't walk backwards.

This artwork has been endorsed by Kulin Elders.



## About the artist

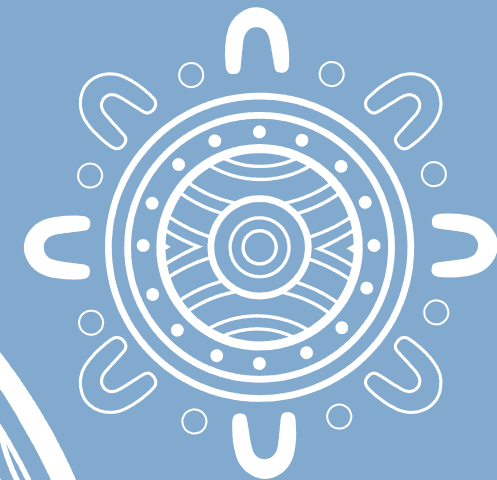
Dixon Patten is a proud Yorta Yorta and Gunnai man who was born and raised in Melbourne.

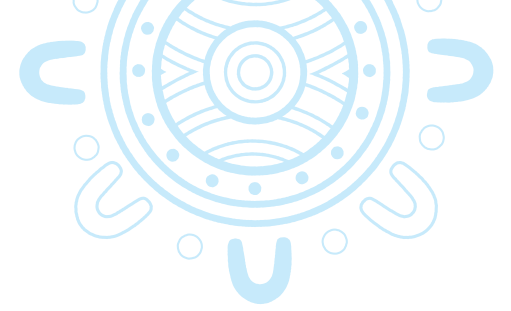
Dixon is the Creative Director and Lead Artist / Graphic Designer of Bayila Creative.

He has over 10 years experience in the arts and design space as an artist, curator and graphic designer; who draws his influence from his connection to his culture and family.

He is passionate about storytelling in all its forms and loves the information, wisdoms, knowledge and energy exchange that unites us and bridges the gap between people(s).

[bayila.com.au](http://bayila.com.au)





## Acknowledgement of Country

Viva Energy acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples. We particularly pay respects to the Traditional Custodians of the land, across the nation where we conduct business.

We also acknowledge our gratitude that we share this land today, our sorrow for the costs of that sharing and our hope and belief that we can move to a place of equity, justice and partnership together.











## Message from our CEO



On behalf of Viva Energy Australia, I am proud to present our inaugural Reconciliation Action Plan (RAP) 2019-2021. We are a young Australian company, formed in 2014 and publicly listed in 2018, however our business has a proud history of operating in Australia for more than 110 years. With this background, and our operations stretching from coast to coast, we recognise the legacy and contributions of Indigenous people to this country and the important contribution our business can make to reconciliation.

From the outset, we have strived for our Indigenous Program to be more than words but rather a meaningful way we do business. As such, our RAP builds upon the strong foundations of our Indigenous Participation Plan 2016 - 2019 and will be embedded into our organisation.

Our RAP celebrates Indigenous cultures, promotes reconciliation, builds respect and raises cultural awareness.

In developing our RAP, we have worked with our staff, Indigenous communities, customers and stakeholders to develop something real and relevant. It is also recognised that this is a start and we will continue to learn and grow on this reconciliation journey.

By working respectfully with Indigenous people, we can build a diverse and enriched business and also contribute to a stronger and more vibrant Australia.

Scott Wyatt  
**Chief Executive Officer**



## Message from Reconciliation Australia

Reconciliation Australia is delighted to welcome Viva Energy to the Reconciliation Action Plan (RAP) program by formally endorsing its inaugural Innovate RAP.

As a member of the RAP community, Viva Energy joins over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006. RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and increase pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity, institutional integrity; unity; and historical acceptance. All sections of the community—governments, civil society, the private sector, and Aboriginal and Strait Islander communities—have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence. This Innovate RAP provides Viva Energy with the key steps to establish its own unique approach to reconciliation. Through implementing an Innovate RAP, Viva Energy will develop its approach to driving reconciliation through its business activities, services and programs, and develop mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders.

We wish Viva Energy well as it explores and establishes its own unique approach to reconciliation. We encourage Viva Energy to embrace this journey with open hearts and minds, to grow from the challenges, and to build on its successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

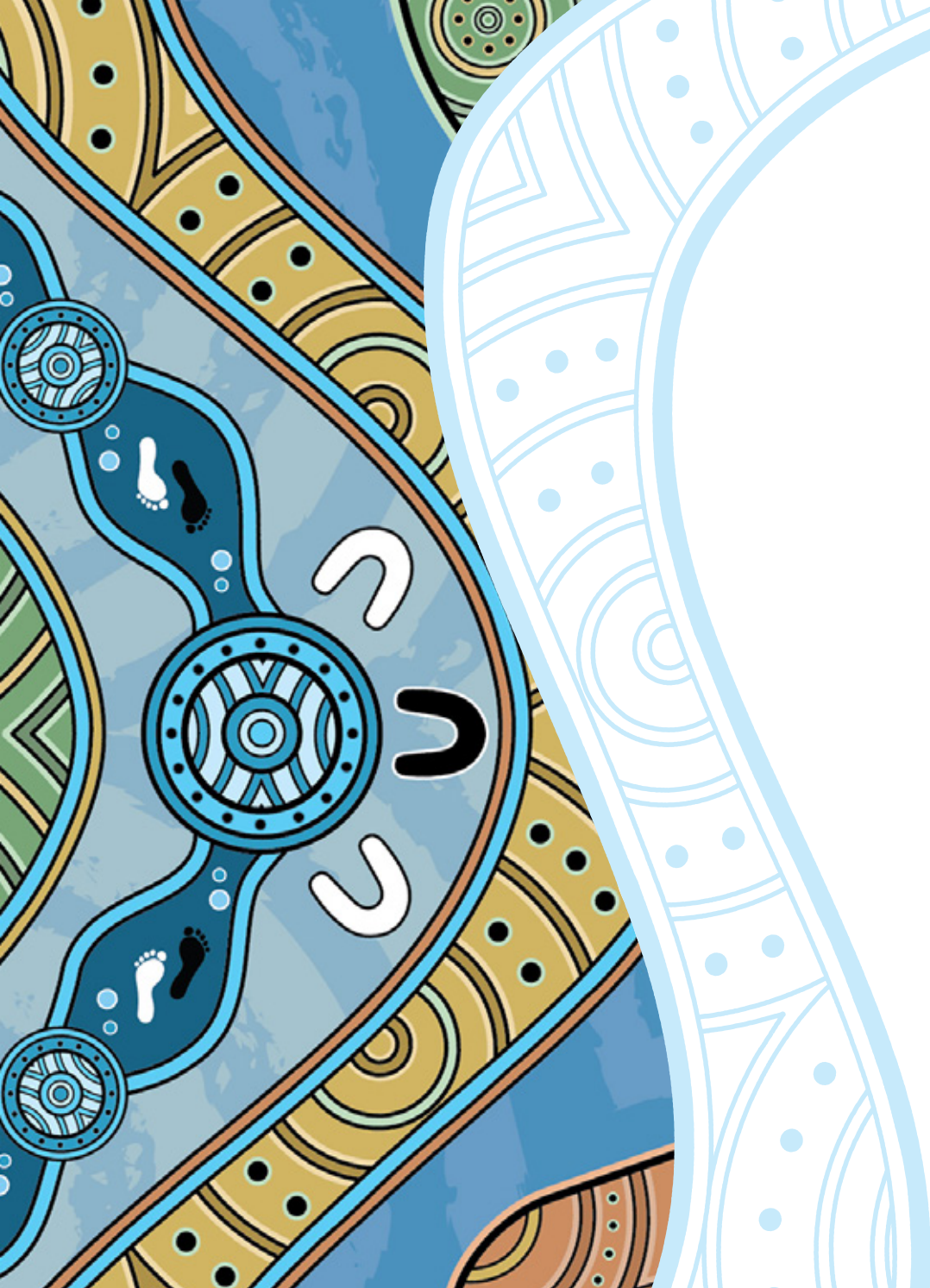
“Reconciliation is hard work—it’s a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.”

On behalf of Reconciliation Australia, I commend Viva Energy on its first RAP, and look forward to following its ongoing reconciliation journey.



Karen Mundine  
**Chief Executive Officer**  
**Reconciliation Australia**





## Our vision for reconciliation

Our vision for reconciliation is a nation where Indigenous\* peoples have equal and equitable opportunities to reach their destination. We envisage a business and society that is enriched by their cultural diversity.

Our vision for reconciliation is strongly aligned with our company vision which is to help people reach their destination.

## Our business

Viva Energy Australia Pty Ltd ("Viva Energy") is one of Australia's leading energy companies and supplies approximately a quarter of the country's liquid fuel requirements. It is the exclusive supplier of high quality Shell fuels and lubricants in Australia through an extensive network of more than 1,000 Shell branded service stations across the country.

Viva Energy owns and operates the strategically located Geelong Refinery, in Victoria, which converts imported and locally sourced crude oil into petroleum products including gasoline, diesel, jet fuel, aviation gasoline, gas, solvents, bitumen and other specialty products.

Viva Energy operates bulk fuels, aviation, bitumen, marine, chemicals and lubricants businesses supported by a nationwide fuel supply chain with an extensive import, storage and distribution infrastructure network, including a presence at more than 50 airports and airfields.

Our business has a strong Australian workforce of around 1,200 people. We currently have eight Indigenous employees and an annual intake of Indigenous interns through the CareerTrackers Program. Our Reconciliation Action Plan below shows how we aim to grow this number of employees, as well as strengthen our Indigenous program to enhance reconciliation.

---

\* The term Indigenous in this document is used to respectfully refer to Australian Aboriginal and Torres Strait Islander peoples.



# Supporting Australia's economy



Annually invests **\$1B+**  
in local wages and services



**1,200+**  
strong Australian workforce

## Community Program



Our efforts are directed at programs  
that help our local communities  
reach their destinations



Network of **22 terminals**  
and **52 airports**  
and airfields across Australia



**1.1billion**  
litres of storage capacity



Proudly supporting local  
manufacturing at the Geelong Refinery  
**1 of 4 refineries in Australia**

Only manufacturer in Australia of:



avgas



solvents



bitumen

Every year we re-fuel:

**4.5 M +**

Trucks, buses,  
cars (3.3M)  
and motor cycles.



**4,000**

ships

**418,000**

planes

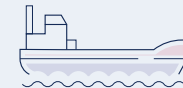
Viva Energy supplies



around **25%**  
of Australia's fuel needs



**1,266**  
retail sites (including Shell, Coles  
Express, Liberty & Westside Petroleum)



around  
**43%**  
of the marine fuel oil market



around  
**35%**  
of jet fuel nationally



& manufactures  
**Low Aromatic Fuel**  
for supply into NT, QLD & WA.  
This product helps reduce petrol sniffing  
in regional & remote communities.

Note: Data from multiple sources, including the Viva Energy mid-year financial reports and Annual Report for 2019.



## Our RAP

As a major Australian energy company, we feel a deep commitment to working with Indigenous Australians to help them to reach their destinations. We are committed to an equitable Australia and this requires equitable opportunities and outcomes for Indigenous Australians.

When Viva Energy was formed in 2014, we quickly established that a priority for our business was to contribute to improved outcomes for Indigenous Australians. We formalised this commitment and embedded it across our business through the development of an Indigenous Participation Plan (IPP). Viva Energy's IPP deliberately focused on embedding tangible actions to improve Indigenous participation across our business and sphere of influence. The highlights of our IPP achievements included:

- In 2018 Viva Energy supplied more than 33 million litres of Low Aromatic Fuel (LAF) in Northern Australia through the Weipa, Townsville and Darwin fuel import terminals. This is the equivalent of fuelling more than one million vehicles (based on an average fill of 30 litres). Viva Energy also supported our retail partners including Coles Express and independent operators in some Southern areas of Australia - supplying them with over four million litres of LAF. This program has had a significant positive impact on communities affected by petrol sniffing with recent research conducted by the University of Queensland finding that petrol sniffing has reduced by up to 95 percent in communities with Low Aromatic Fuel that have been surveyed since 2005;
- Commitment to spend up to \$3 million over three years to support Indigenous community projects that help to address petrol sniffing or are aligned to our community program themes. We established major Indigenous community partnerships with the Cathy Freeman Foundation (CFF), National Aboriginal Sporting Chance Academy (NASCA), Council for Aboriginal Alcohol Program Services (CAAPS) and the Koorie Heritage Trust;
- Awarded a three year, multi-million-dollar diesel road freight contract to Weipa Bulk Fuels, a joint venture of Indigenous owned and operated Northern Haulage Diesel Services (NHDS) and non-Indigenous Cambridge Gulf Limited;
- Partnered with CareerTrackers to host an annual intake of Indigenous interns – providing three internship placements in 2016, four in 2017; six in 2018 and five in 2019;



- Over 556 employees have participated in Indigenous cultural awareness training and activities;
- Cultural protocols, such as Acknowledgment of Country, incorporated into our significant events and signage at our office locations to acknowledge the Traditional Owners;
- Hosted National Reconciliation Week and NAIDOC Week activities in our major locations; and
- A member of Supply Nation since 2016.

We believe the time is now right to translate our IPP commitments and learnings into Viva Energy's first RAP.

We are particularly excited by the opportunity to present our commitments in the common RAP framework and how this will create a platform for working in partnership with like-minded stakeholders to achieve a greater impact than we could accomplish alone.

Furthermore, we believe that supporting Indigenous Australians is the right and fair thing to do. We look forward to walking with Indigenous Australians on the journey to a reconciled and enriched Australia.

The internal Champion of our RAP is Daniel Ridgway, Chief Operating Officer and RAP Working Group Chair. Our RAP working group includes, Daniel Ridgway - COO and RAP Working Group Chair; Jo Powell - Community Manager; Edwina Pribyl - External Communications Manager; Jessie Lyons - People and Culture Lead; David Fox - Resources Business Manager; Fabian Lamla - Head of Contracting and Procurement; Mark Tabone - Senior Fuels Product Quality Excellence Lead; Vince Neville - Distribution Manager; Machteld Weijers - Technology and Integrity Manager (Geelong Refinery); Jane Conway - Executive Management Assistant; and, an external Indigenous representative. The working group's external Indigenous representative is Adrian Sculthorpe, a palawa man and Senior Manager with PwC's Indigenous Consulting (PIC).

We are very excited to be building on Viva Energy's Indigenous Participation Plan, which has grown as it has been implemented over the last three years. We are committed to driving change through reconciliation. This can only be done collectively and through working with Indigenous and non-Indigenous people. As an Australian business we will engage customers, suppliers and employees to create real change.



## Case study:

### Council for Aboriginal Alcohol Program Services

Viva Energy has supported the Council For Aboriginal Alcohol Program Services (CAAPS) since 2016. Over this period CAAPS has developed and implemented numeracy and literacy classes for young people going through their Volatile Substance Use Program, known as Deadly Clever. Since the program was rolled out in August 2017:

- 32 clients have participated in the program;
- 230 group sessions were held, aimed at improving numeracy and literacy skills;
- 184 hours of intensive individual support has been provided to clients; and
- 48% of clients reported significant improvement in their lives because of improved numeracy and literacy at completion.

#### Brian's story

Brian\* was a young man from a remote community in Eastern Arnhem Land with a history of grave substance misuse. Brian's Deadly Clever assessments indicated exceptionally low levels of literacy and numeracy – levels normally seen with chronic substance misuse combined with a challenging home life.

Brian's oral communication skills, however, were very well-developed and reflected a childhood spent away from formal schooling but immersed in outstation life.

Much time was spent providing one on one instruction to encourage Brian to 'catch up' to the other clients who were older and significantly more advanced with their literacy and numeracy. Deep-seated feelings of inadequacy and shame were most likely behind Brian's unsettled behaviour. However, despite this Brian showed he could be extremely focused on painting and online educational activities and exceptionally adept at acting and presenting. His on camera persona was so natural it was recommended his oral communication and media skills be further developed via acting and performance classes at a Darwin youth centre.

With Brian successfully completing the Deadly Clever program, he was able to progress from low Pre Level 1 scores in literacy and numeracy to high scores in the same level. For example, this meant he could progress from only being able to recognise a handful of letters in the alphabet to writing and reading a range of common sight words.

His family were so impressed with the progress he had made whilst at CAAPS, they encouraged him to remain in Darwin and attend a local middle school. At Brian's CAAPS graduation family members strongly expressed their thanks to CAAPS by holding their own *Bunggul* (dance ceremony) to celebrate Brian's achievement. This was the first time a ritual like this had been offered by family members for a client graduating from the program.

\*Name has been changed.



## Case study:

### Low Aromatic Fuel

In partnership with the Federal Government's National Indigenous Advancement Strategy, Viva Energy is contracted to supply up to 40 million litres per annum of Low Aromatic Fuel (LAF) to wholesale customers, including service stations, in the northern half of Australia (targeting regions across the Northern Territory, East Kimberley, Cape York, the Gulf of Carpentaria and Central Australia).

The National Indigenous Australians Agency has a long-term commitment to LAF supply as part of the Indigenous Advancement Strategy. Viva Energy's support has helped reduce petrol sniffing in regional and remote areas, including some Indigenous communities where it has been identified as a problem.

The support of the Federal Government enables Viva Energy to offer LAF for sale to wholesale customers at the same price as regular unleaded petrol (ULP91). LAF has been specially designed to contain lower levels of the aromatic compounds such as benzene, toluene and xylene.

LAF has a minimum octane rating of 91 so it can be used in any engine in which manufacturers recommend the use of regular unleaded 91 fuel. This includes cars, boats and small engines such as lawn mowers, whipper snippers, generators, chainsaws, motor bikes and all-terrain vehicles.

LAF helps regional and remote communities overcome the devastating effects that petrol sniffing can have on the whole community. Petrol sniffing is a form of substance misuse and this dangerous activity can cause a number of serious health impacts, including brain damage or death.

By replacing regular unleaded fuel, LAF is helping to reduce petrol sniffing. Recent research conducted by the University of Queensland found that petrol sniffing has reduced by up to 95 per cent in communities with low aromatic fuel that have been surveyed since 2005.

The rollout of LAF is benefiting regional and remote communities through better health, safer communities, helping adults become more job ready and helping more children get to school and learn.

As part of Viva Energy's support for the program, we have committed up to \$3 million across three years to support Indigenous programs that are targeted at addressing issues of substance misuse (including petrol sniffing) or are in line with our community program themes.

### Shell Unleaded 91 Low Aromatic Supply zone









# Relationships

Viva Energy is founded on strong values and behaviours. We also recognise the importance of working with our local communities. We are committed to ensuring all employees have the capability and right to a fair, safe and productive environment where they can develop to their full potential and embrace diversity in all forms. Our company's core behaviours include: 'better together', 'deliver amazing results', and 'customer obsessed'. The values that we have, the culture we are aiming to build, and the behaviours that we aspire to are all relevant to working with Indigenous peoples.

These values and behaviours set the framework for our deep commitment to building strong and respectful relationships with Indigenous peoples. We acknowledge and respect the unique place Indigenous Australians have as the First Peoples of Australia, and that as a national company our footprint reaches across hundreds of diverse and distinct Indigenous communities. We believe that entering into meaningful relationships with Indigenous Australians will lead to improved outcomes for their communities, Viva Energy, our employees, and wider Australia.

A significant demonstration of our commitment to strong relationships with Indigenous Australians, is our Indigenous Community Partnership Program. This program includes a provision of up to \$3 million over three years to community organisations to support Indigenous programs that are targeted at addressing issues of substance misuse (including petrol sniffing) or are in line with our community program themes. This includes projects designed to reduce the likelihood that these issues occur, such as programs that improve educational outcomes, strengthen cultural identity or enable leadership development. We prioritise this funding to Indigenous organisations to deliver projects that meet the needs identified by Indigenous communities in the areas in which we operate. In addition to the significant and tangible benefits to Indigenous peoples participating in these programs, these partnerships have provided our staff with opportunities to improve their cultural awareness and understanding of Indigenous history.

Action	Deliverable	Timeline	Responsibility
1. RAP Working Group actively monitors implementation of actions, tracking progress and reporting	<ul style="list-style-type: none"> <li>Our Indigenous Participation Plan Advisory Group will become our RAP Working Group. Our RAP Working Group will oversee the development, endorsement, launch and implementation of our RAP.</li> <li>Our RAP Working Group will continue (as per our Indigenous Participation Plan Advisory Group) to include at least one Indigenous person.</li> <li>Our RAP Working Group will meet at least four times per year to monitor and report on RAP implementation.</li> <li>We will review our existing Terms of Reference to ensure they encompass the full roles and responsibilities of our new RAP Working Group.</li> </ul>	<p>Nov 2019</p> <p>Q1, Q2, Q3, Q4 2020, 2021</p> <p>Ongoing, review Jun 2020, Jun 2021</p> <p>Review Jun 2020, Jun 2021</p>	Chief Operating Officer
2. Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Indigenous and other Australians	<ul style="list-style-type: none"> <li>Continue to hold NRW activities in at least four of our locations each year.</li> <li>Record and report on the number of staff participating in our NRW activities.</li> <li>Register all NRW events on Reconciliation Australia's NRW website.</li> <li>Support an external NRW event.</li> <li>Our RAP Working Group will participate in an external event to recognise and celebrate NRW.</li> <li>Continue to invite Indigenous peoples to share their reconciliation experiences with us at our NRW events.</li> <li>Encourage our staff to participate in external NRW events, including by circulating information about NRW events and Reconciliation Australia's NRW resources.</li> </ul>	<p>May/Jun 2020, 2021</p> <p>May/Jun 2020, 2021</p> <p>May/Jun 2020, 2021</p> <p>May/Jun 2020, 2021</p> <p>May/Jun 2020, 2021</p> <p>May/Jun 2020, 2021</p>	Resources Business Manager
3. Develop and maintain mutually beneficial relationships with Indigenous peoples, communities and organisations to support positive outcomes	<ul style="list-style-type: none"> <li>Continue to have documented agreements that guide how we work with our Indigenous community partners. These agreements will continue to be developed in partnership with, and be co-signed by, our Indigenous community partners.</li> </ul>	Ongoing, review Feb and Aug annually	Community Manager



Action	Deliverable	Timeline	Responsibility
	<ul style="list-style-type: none"> <li>Continue to meet with Indigenous organisations, particularly those who are linked to our operating sites and community partners to explore opportunities to work together for mutual benefit. As potential partnership opportunities arise, we will develop guiding principles for future engagement with that Indigenous organisation.</li> <li>Discuss the RAP with the existing Indigenous partners and asking for their ideas and input on future actions and areas of focus.</li> <li>Initiate discussions with Reconciliation Australia and a selection of state/territory based reconciliation councils to explore options for mutually beneficial partnerships.</li> </ul>	<p>Ongoing and report any new partnerships in Feb and Aug each year</p> <p>Ongoing and report any new partnerships in Feb and Aug each year Dec 2020</p>	
4. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector	<ul style="list-style-type: none"> <li>Develop and implement a communications strategy that aligns with our overarching Community Strategy, to launch and communicate our RAP to our employees and stakeholders.</li> <li>Seek opportunities to promote reconciliation through ongoing active engagement with our stakeholders. At a minimum this will include: <ul style="list-style-type: none"> <li>Incorporating RAP information into our Community Toolkit (the toolkit which guides our community discussions with our employees and stakeholders);</li> <li>Initiate discussions with our key customers who have RAPs, to explore opportunities to collaborate for greater impact;</li> <li>Incorporating information about our RAP in our cultural awareness training, induction training, Town Halls, NRW events, NAIDOC events and other relevant gatherings;</li> <li>Regular inclusion of RAP/reconciliation content across our suite of internal communications channels (including Yammer, intranet and internal screens);</li> <li>Promote our RAP launch and activities through traditional and social media, making at least seven posts annually; and</li> <li>Update our website to incorporate our RAP, key Indigenous partnerships and key RAP commitments.</li> </ul> </li> </ul>	<p>Jun 2020</p> <p>Jun 2020</p> <p>Jun 2020</p> <p>Dec 2020</p> <p>Dec 2020</p> <p>Ongoing Review Jun 2020, Jun 2021</p> <p>Review Dec 2020</p> <p>Nov 2021</p>	<p>Chief Executive Officer</p> <p>Community Manager</p>

Action	Deliverable	Timeline	Responsibility
5. Support Indigenous Community Partners	<ul style="list-style-type: none"> <li>Support Indigenous community programs that help reduce petrol sniffing or are aligned to our community program and are priority needs identified by Indigenous communities. Our support will include partnerships with: <ul style="list-style-type: none"> <li>Council of Aboriginal Alcohol Program Services 2017 – mid 2020;</li> <li>Cathy Freeman Foundation 2018 – 2021;</li> <li>National Aboriginal Sporting Chance Academy 2018-2020; and</li> <li>Koorie Heritage Trust 2019 – 2021.</li> </ul> </li> </ul> <p>As these partnerships reach their end date, Viva Energy will explore future opportunities.</p>	<p>Continue partnerships in-line with contracts</p> <p>Nov 2021</p>	Community Manager
6. Promote positive race relations through anti-discrimination strategies	<ul style="list-style-type: none"> <li>Continue to review our existing anti-discrimination policies and provisions to ensure they remain relevant and fit for purpose.</li> <li>Engage with Indigenous staff and/or Indigenous advisors on anti-discrimination provisions and procedures.</li> <li>Communicate and educate senior leaders on the anti-discrimination policies, benefits of diversity and effects of racism.</li> </ul>	<p>Jun 2020</p> <p>Nov 2021</p> <p>Jun 2021</p>	People and Culture Lead



## Case study:

### Horizon camps

The Cathy Freeman Foundation (CFF) focuses on providing Indigenous children and their families the opportunity to recognise the power of education to achieve their goals and dreams. The CFF achieves this through a number of educational programs they run to support the journey of a student's education from Pre-Prep through to Year 12.

Viva Energy is the primary sponsor of the Horizons program; a personal development project which builds resilience and provides a toolset to achieve the participants goals. Horizons gives students from four remote communities a once in a lifetime opportunity for an intensive personal development experience in Brisbane, Canberra, Darwin, Melbourne and Sydney. In 2018, Viva Energy's partnership supported 74 young students to attend the Horizons camps.





## Case study:

---

### Supporting dreams: student pathways



Lloyd\* is a leader and role model to students in his community and those studying at Wadja Wadja High School in Woorabinda, Queensland. Lloyd attributes his involvement in the Cathy Freeman Foundation's Horizons program to his school attendance and wanting to be a leader. Lloyd shares, "I enjoy my subjects and like being a leader to the younger students of my school."

The Horizons program provides a number of opportunities for its students as Lloyd recounts, "I got to meet new students from different communities and learn about their lifestyles. Attending the camp showed me what I want to achieve in my future, about not being shamed and that there are plenty of opportunities out there."

"One of my favourite things on the camp was visiting Viva Energy and learning about how fuel is made which helped me understand what pathway I want to take in achieving my dream to become an engineer. I now know where and what I want to do when I graduate from school," said Lloyd.

Lloyd wants to see changes in his community and be a leader for the younger students of his school and community. "Attending the Horizons Camp encouraged me to become a better leader for my school and community and to try new things. The camp also encouraged me to continue attending school and to graduate, so I can achieve my dream of becoming an engineer."

\*Name has been changed



## Case study:

### Supporting dreams: employee benefit

As part of the Horizons camps, students are given the opportunity to visit some of Viva Energy's facilities and offices across the country. Employees volunteer and come up with creative ways to engage students such as at the Geelong Refinery where students did a tour of the site, met staff and used their engineering skills to assemble Lego cars.

Paul Carrol - Maintenance Planner, shared his personal experience with the young people in the program. "I felt proud to share my story of chasing my dream when I was young to join the Navy to see the world and knowing I had to do well in school to pursue that dream." Paul hopes to have given the students a new perspective and the understanding that in order to reach your potential you have to be diligent.

During the visits students also shared their stories and ambitions. This provides employees with understanding, unique experiences and motivation. "I felt privileged to be in the audience to hear what these brave young people had to say. Their stories were authentic, genuine and without meaning to be; heart-warming. I especially noticed and admired the reference they all made to their background by speaking of where they come from and their family. Community engagement is so much about what you can give but equally so much about what you get back." Rosa Savage - Retail Operations Support.





## Case study:

### National Aboriginal Sporting Chance Academy

NASCA's programs is a partnership with Airds High School in Campbelltown. The Airds Program, which opened for enrolment in August 2018, will provide valuable support to 80-100 young Aboriginal and Torres Strait Islander students aged 12-18. In partnership with Viva Energy, NASCA is committed to bringing positive social change for young people in Airds over the next three years.

School attendance rates for Indigenous students at Airds High School are significantly lower than the NSW averages for both Indigenous and Non-Indigenous students. Using a combination of NASCA's game-changing educational and cultural support, before-school sports, weekend excursions and special events such as the NASCA Olympics and a cultural camp in term four, we aim to effect swift and enduring improvements to attendance and school engagement.

#### Airds impact story

Jessica\* was a shy 13 year old girl who suffered from anxiety. She was reluctant to join the NASCA program when it started at Airds High School in Term 3, as the fear of the unknown would make her feel nervous and uncomfortable. With friendly persuasion from staff at school, Jessica gained the confidence to join the first NASCA workshop.

As Jessica transitioned into the NASCA community, she slowly started to come out of her shell. The program sparked an interest in her to learn more about her culture. She commented how this understanding and awareness of her culture, gave her a greater sense of belonging.

Jessica's confidence grew from strength to strength through the regular NASCA group workshops as well as her increased

cultural pride. This newfound confidence was particularly evident when she was speaking to groups of people. Teachers also noted that the confidence had transpired to other aspects of her life as well.

The pinnacle moment for Jessica was when she was appointed a NASCA Community Leader. Jessica took on roles and responsibilities that she had never had before, and with this her confidence and leadership skills thrived.

Jessica has mentioned to NASCA staff that she is looking forward to future programs, as well as weekend excursions with the team. "Dear NASCA thank you for having us, we all appreciate the help you have given us. It has made me confident about myself."

\*Name has been changed



## Case study:

### Koorie Heritage Trust

Viva Energy Australia commenced a three-year partnership with the Koorie Heritage Trust in December 2018, as the Principle Corporate Supporter – collections, exhibitions and public programs.

The key elements of this partnership are:

- assisting with the digitisation of the oral history collection as well as recording of new oral histories, editing of existing oral histories, and to make their oral history collection more accessible;
- supporting the school holiday program and the Koorie Krismas celebrations;
- supporting the annual Koorie Art Show including sponsorship of the Viva Energy Australia Award.

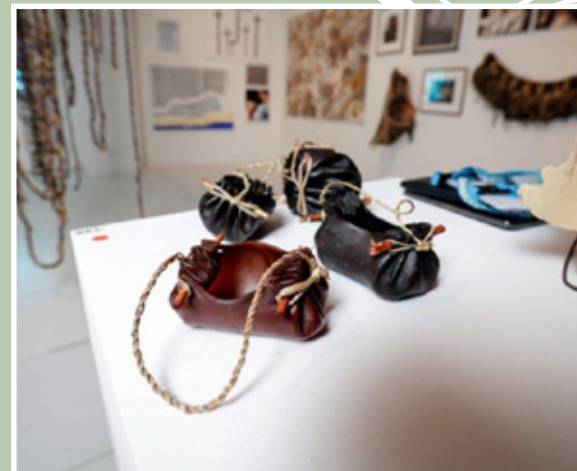
In 2018 the winner of the Viva Energy 3D Award in the Koorie Art Show was Nanette Shaw. She received \$5,000 for her work, Traditional Bull Kelp Water Carriers, made from bull kelp, tea tree, river reed.

Nanette is a Trawoolway woman from Cape Portland/ Tebrakunna in North-East of Tasmania, a Tyreelore or Bass Strait Islander Woman and a Bunurong, Boonwurung Woman from Port Nepean area in Victoria. Nanette started making Tasmanian womens cultural work 19 years ago. These were new skill, as these traditional skills weren't taught when she was a child. Nanette now works with Kelp.

The Water Carriers are based on a small picture of the water carriers held in the British Museum that was made for the Crystal Palace Exhibition in 1851. The Kelp was moulded and shaped when wet and filled with sand. It was then hung to dry for a week, shrinking by 25 per-cent. The sand then emptied and left to fully dry. The work was then polished with a gentle baby oil. Finally, the handle was made from River Reed gathered from Nanette's Grandfather's Manalargenna's Country on the North-East of Tasmania.

The role of Traditional Art in Victoria and Australia wide is very important to Nanette "It showcases the diversity of our people's work and can break down barriers, telling a little of our history. It can make others understand how much we have lost culturally and what we have had to relearn."

For Nanette, "The Koorie Heritage Trust is a great plus for Victoria as they not only showcase the beautiful work that is in Victoria but they also showcase the diversity of work that is available all over Australia."









# Respect

Respect for each other and the communities in which we operate is a foundation value for Viva Energy. This respect extends to Indigenous peoples, communities and cultures. We acknowledge and respect the unique and important place that Indigenous Australians have as the First Peoples of Australia and as the world's oldest surviving culture.

We embrace and value the opportunity to deepen our understanding of Indigenous cultures, lands, waters, histories and future ambitions. We feel privileged to have the opportunity to engage with Indigenous peoples and learn from their experiences as the Traditional Custodians of Australia for over 60,000 years. We celebrate the many positive achievements of Indigenous peoples and communities, particularly through our ongoing program to support National Reconciliation Week and NAIDOC activities.

Our respect for Indigenous peoples is driven by our leadership and is mandated by our vision, values, behaviours and strategic direction. Equally, our respect for the Traditional Owners of the Land has been driven from the ground up by our staff.

Action	Deliverable	Timeline	Responsibility
7. Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Indigenous cultures, histories and achievements	<ul style="list-style-type: none"> <li>Continue and improve on our current Indigenous cultural awareness training commitments by developing and implementing an Indigenous cultural awareness training strategy. At a minimum this strategy will: <ul style="list-style-type: none"> <li>Define cultural learning needs of our staff;</li> <li>Broaden the range and depth of Indigenous awareness training opportunities available to our staff;</li> <li>Increase percentage of staff completing Indigenous awareness training;</li> <li>Include Indigenous awareness content in our induction program for all new staff with different levels of training offered;</li> <li>Record participation in Indigenous awareness training in our Learning Management System;</li> <li>Require managers of our Indigenous staff and interns to complete cultural competence training;</li> <li>Require RAP Working Group Members to participate in at least one Indigenous awareness activity/session per year;</li> <li>Provide at least one Indigenous awareness training session to our Senior Leadership Group;</li> <li>Ensure all our staff are aware of the opportunity to participate in Reconciliation Australia's Share Our Pride online training;</li> <li>Retain a focus on using local Indigenous providers to deliver Indigenous cultural awareness training;</li> <li>Continue to provide opportunities for at least five of our staff to undertake cultural immersion activities; and</li> <li>Aim to increase staff involvement in Indigenous cultural activities and events over by 10 percent by 2021.</li> </ul> </li> </ul>	<p>Strategy finalised by Jun 2020</p> <p>Strategy to be implemented by Nov 2021</p>	Resources Business Manager



Action	Deliverable	Timeline	Responsibility
8. Engage employees in understanding the significance of Indigenous cultural protocols, such as Welcome to Country and Acknowledgement of Country	<ul style="list-style-type: none"> <li>Continue to improve and communicate our protocols for Welcome to Country and Acknowledgement of Country particularly through our internal communications channels.</li> <li>Identify and build relationships with the Traditional landowners at our major sites and facilities. This would include, identifying contacts who are able to make arrangements for conducting a Welcome to Country at each of our main office and facility locations as required.</li> <li>Continue to invite a Traditional Owner to provide a Welcome to Country at our significant events, including the launch of our RAP.</li> <li>Continue to conduct an Acknowledgement of Country at the commencement of important internal and external meetings.</li> <li>Continue to encourage staff to include an Acknowledgement of Country at the commencement of significant meetings.</li> <li>Invite Traditional Owners into our locations to conduct and explain the significance of Welcome to Country and Acknowledgement of Country.</li> <li>Display an Acknowledgement of Country plaque in each of our major locations recognising the Traditional Owners of the land on which are facilities are located.</li> <li>Acknowledge Traditional Owners on the name of our boardrooms in each of our major locations or use alternative words related to the region.</li> </ul>	<p>Jun 2020</p> <p>Jun 2020</p> <p>Review Nov 2020 &amp; 2021</p> <p>Review Nov 2020 &amp; 2021</p> <p>Review Nov 2020 &amp; 2021</p> <p>Review Nov 2020 &amp; 2021</p> <p>Review Nov 2020 &amp; 2021</p> <p>Review Nov 2020 &amp; 2021</p>	Resources Business Manager
9. Provide opportunities for our staff, particularly our Indigenous staff, to engage with, and celebrate NAIDOC Week	<ul style="list-style-type: none"> <li>Review our People and Culture policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week activities. Promote the availability of flexible work practices to allow participation in NAIDOC Week, and other activities as well as investigate the possibility of implementing a cultural leave policy.</li> <li>Actively promote opportunities for our Indigenous staff to participate with their cultures and communities during NAIDOC Week and encourage use of our flexible work practices for this purpose.</li> </ul>	<p>Jul 2020</p> <p>Jul 2020, Jul 2021</p>	<p>People and Culture Lead</p> <p>Resources Business Manager</p>

Action	Deliverable	Timeline	Responsibility
	<ul style="list-style-type: none"> <li>In consultation with Aboriginal and Torres Strait Islander peoples, continue to hold a NAIDOC Week event each year in at least four of our major sites.</li> <li>Contact our local NAIDOC Week Committees to discover events in our community and promote these opportunities to our staff.</li> <li>Support NAIDOC Week activities through a variety of media channels to promote the various activities.</li> </ul>	<p>Jul 2020, Jul 2021</p> <p>Jul 2020, Jul 2021</p> <p>Jul 2020, Jul 2021</p>	<p>Resources Business Manager</p> <p>Resources Business Manager</p> <p>Resources Business Manager</p>
10. Ensure Indigenous content is visible to our staff in our locations to increase Indigenous cultural awareness	<ul style="list-style-type: none"> <li>Ensure that Indigenous content is visible to our staff in all our major locations including: <ul style="list-style-type: none"> <li>Indigenous artwork at major locations; and</li> <li>An engaging website with content regarding our RAP.</li> </ul> </li> </ul>	May 2020	Community Manager



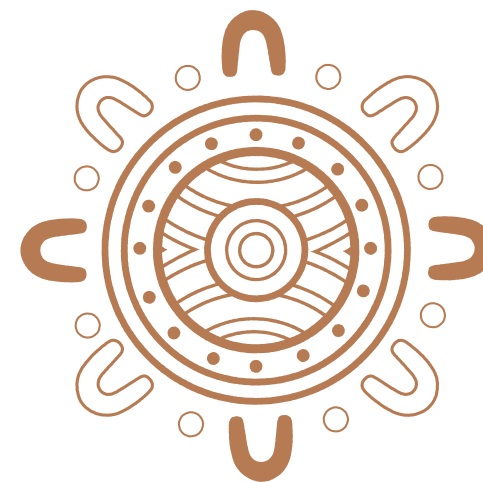
## Celebrating Indigenous Cultures

To deepen our understanding of and to celebrate Indigenous cultures we have purchased and proudly display Indigenous art work in our major offices and sites. These art works are placed in prominent locations, to demonstrate the importance of Indigenous cultures to Viva Energy. Below is an example of some of our Indigenous artwork.

### Case study:

#### Jenny Crompton, Seaweed and Binder, 2014

This work, located at the Geelong Refinery created by Indigenous artist, Jenny Crompton, whose work was inspired by her walks at Godocut (Point Addis) and thinking about the Wadawurrung clans that frequented this area. By gathering and preparing seaweeds, Jenny acquainted herself with activities that have been happening here for thousands of years. She used seaweeds to create forms influenced by tapping sticks, as well as body markings and feather work to symbolise the spirits that inhabit the area. Collecting the seaweed before it disintegrates resonates with what happened to Wadawurrung cultural life. Preserving these fragile and beautiful plants highlights their unique structures and variety.









# Opportunities

We are well aware of the substantial and significant gaps between Indigenous and non-Indigenous Australians across every major socio-economic indicator. We have a strong desire to leverage our business and sphere of influence to help address this inequity and to provide more opportunities for Indigenous peoples to flourish and excel.

We are committed to building a diverse and inclusive workplace across all segments of our business. We know that diverse and inclusive workplaces have higher levels of staff engagement, satisfaction and retention. While recognising that we have a reasonably modest workforce (around 1,200) we will build skills, develop and provide job opportunities for Indigenous peoples.

We know that Indigenous businesses are under-represented in the supply chain of large organisations such as Viva Energy and that economic participation is fundamental to addressing Indigenous peoples disadvantage. We will support improved economic outcomes for Indigenous peoples by increasing opportunities for businesses owned by Indigenous Australians to bid for contracts supplying goods and services to Viva Energy and other organisations.

We are aware that our Low Aromatic Fuel helps reduce petrol sniffing in regional and remote communities, including some Indigenous communities where it has been identified as a problem.

Action	Deliverable	Timeline	Responsibility
11. Build skills, develop and provide job opportunities for Indigenous peoples	<ul style="list-style-type: none"> <li>To enable us to support our Indigenous employees, continue to collect relevant information on our Indigenous staff, to inform future employment opportunities. Develop a reporting tool, which aligns with our existing 'Diversity Dashboard', to collect and report on information in a consistent and de-identified manner.</li> <li>Continue to host a gathering of our Indigenous staff and interns at least every two years. This gathering will seek to consult with our Indigenous staff and interns on employment strategies and professional development requirements.</li> <li>Develop and implement an Indigenous Employment and Retention Strategy. The content of this employment strategy will be developed in consultation with our Indigenous staff and advisors. We currently have eight employees who self-identify as Indigenous. At a minimum this Strategy will commit to: <ul style="list-style-type: none"> <li>Continuing to host Indigenous interns or students every year;</li> <li>Investigating and trialling the development of an Indigenous Traineeship program;</li> <li>Investigating other opportunities to develop a larger pipeline of appropriately qualified Indigenous talent – such as providing tertiary scholarships for Indigenous students;</li> <li>Actively ensure that all Indigenous staff have a Professional Development Plan;</li> <li>Offering every Indigenous staff member and intern the opportunity to receive professional mentoring from a manager/senior leader within our organisation;</li> <li>Providing cultural competence training to managers of our Indigenous staff and interns;</li> <li>Conducting exit interviews with all Indigenous staff leaving our business – even at the end of internships which are short term placements;</li> <li>Reviewing our HR and recruitment procedures and policies to ensure there are no barriers to Indigenous employees and future applicants participating in our workplace;</li> </ul> </li> </ul>	<p>Dec 2020</p> <p>Aug 2020</p> <p>Strategy finalised by Aug 2020</p> <p>Strategy to be implemented by Nov 2021</p>	People and Culture Lead



Action	Deliverable	Timeline	Responsibility
	<ul style="list-style-type: none"> <li>◦ Including in all job advertisements that 'Aboriginal and Torres Strait Islander peoples are encouraged to apply';</li> <li>◦ Continuing to strive to include an Indigenous person on recruitment panels whenever an applicant identifies as an Indigenous person;</li> <li>◦ Investigating our readiness to set targets for the number or percentage of Indigenous staff; and</li> <li>◦ Advertising job vacancies to effectively reach Indigenous applicants.</li> </ul>		
12. Increase opportunities for Indigenous businesses to bid for contracts supplying goods and services to Viva Energy and other organisations	<ul style="list-style-type: none"> <li>• Commit to a further review of our policies and procedures to ensure they are enabling and supporting our 'buy Indigenous' objective wherever there are Indigenous suppliers available and the offering meets our industry needs and is cost competitive.</li> </ul>	Dec 2020	Head of Contracting and Procurement
	<ul style="list-style-type: none"> <li>• Commit to continue our Indigenous procurement focus and give high priority consideration to:               <ul style="list-style-type: none"> <li>◦ Procuring goods and services from Indigenous businesses that are highly visible to our staff and stakeholders, as a visual symbol of our wider commitment to 'buy Indigenous';</li> <li>◦ Ensuring procurement activity across our business is actively seeking to comply with our 'buy Indigenous' objective (noting that a proportion of our procurement is conducted by areas outside our Procurement Team); and</li> <li>◦ Reviewing our people and recruitment procedures.</li> </ul> </li> </ul>	Jun 2020	
	<ul style="list-style-type: none"> <li>• Develop an appendix to our procurement procedures that provides a list of Indigenous businesses and encourages consideration of these businesses when procuring goods and service.</li> </ul>	Jun 2020	
	<ul style="list-style-type: none"> <li>• Actively seek opportunities to learn from our current Indigenous suppliers and to support them in the development of their businesses.</li> </ul>	Nov 2020	

Action	Deliverable	Timeline	Responsibility
	<ul style="list-style-type: none"> <li>Develop at least one additional significant commercial contract relationship with an Indigenous owned business. We make this commitment in the knowledge that there are few established Indigenous businesses in areas core to our operations, and that we may need to implement innovative procurement approaches to fulfil this commitment.</li> <li>Explore and, where appropriate, support organisations and networks such as Supply Nation and the Indigenous Chamber of Commerce that will assist us to build networks with Indigenous businesses.</li> <li>Investigate opportunities to introduce Indigenous businesses to our strategic supply partners or seek to partner with Indigenous businesses currently used by our commercial customers.</li> </ul>	<p>Nov 2021</p> <p>Nov 2021</p> <p>Dec 2020</p>	
13. Reduce petrol sniffing in Aboriginal communities by providing LAF	<ul style="list-style-type: none"> <li>Continue to supply and deliver LAF to Northern Australia, as part of our contracted commitment to the National Indigenous Australians Agency to help reduce petrol sniffing in regional and remote areas. This includes, where appropriate, to work with communities, retailers and organisations in the field to support conversions to LAF. We will also commit to re-tendering for this contract, once it is up for renewal.</li> <li>Our target outcomes regarding LAF, as outlined in the current contract are: <ul style="list-style-type: none"> <li>Continue to reduce petrol sniffing in communities where LAF is available;</li> <li>Require all Shell branded service stations in LAF designated areas to stock LAF; and</li> <li>Assist the Federal Government to increase awareness of LAF and the benefits of the National Indigenous Advancement Strategy. This includes, where appropriate, to work with communities, retailers and organisations in the field to support conversions to low aromatic fuel.</li> </ul> </li> </ul>	<p>Review Feb 2020 and subject to re-tender, review Aug 2020, Feb 2021 and Aug 2021</p> <p>Review Feb 2020 and subject to re-tender, review Aug 2020, Feb 2021 and Aug 2021</p>	Senior Fuels Product Quality Excellence Lead
14. Provide opportunities for our staff to contribute to positive social impact with Indigenous peoples	<ul style="list-style-type: none"> <li>Promote Indigenous organisations/charities eligible for our 'Double My Donation' (where staff donations are matched dollar for dollar by Viva Energy) and 'Team Fundraising' programs.</li> </ul>	May 2020 May 2021	Community Manager



## Case study:

### Northern Haulage Diesel Services

We are actively working to increase opportunities and capacity for Indigenous businesses to bid for contracts supplying goods and services to Viva Energy.

In 2017, Viva Energy awarded a three year, multi-million dollar diesel road freight contract to Weipa Bulk Fuels, a joint venture of Indigenous owned and operated Northern Haulage Diesel Services (NHDS) and non-Indigenous Cambridge Gulf Limited. Weipa Bulk Fuels will develop capacity in local Indigenous men, women and Traditional Owners and support their entry into the fuel industry as drivers, apprentice diesel fitters and administration trainees.

Weipa Bulk Fuels will transport more than 200 million litres of fuel over the course of the contract to supply Rio Tinto mines, power stations and third parties in far north Queensland.

NHDS was founded by the Savo brothers, Darrin and Craig, who grew up in the local Mapoon community, just North of Weipa. Their sister, Katrina, is also heavily involved in the local communities and has close ties to some of the most recognised and respected Elders in the region.

NHDS currently employs more than 50% Indigenous staff and provides employment and training opportunities for the region's Indigenous population. The company has also provided ongoing support to environmental conservation, to ensure the longevity and sustainability of the flora and fauna in the area.

#### NHDS First Nations affiliations

- 100% First Nations owned business
- Locally family owned and operated
- 50% employees are First Nations people
- Supply Nation certified
- Winner of Australian Indigenous Minority Supplier Council Award (AIMSC 2012)
- Finalist of Indigenous in Business Category
- Award (Ethnic Business Awards 2014)



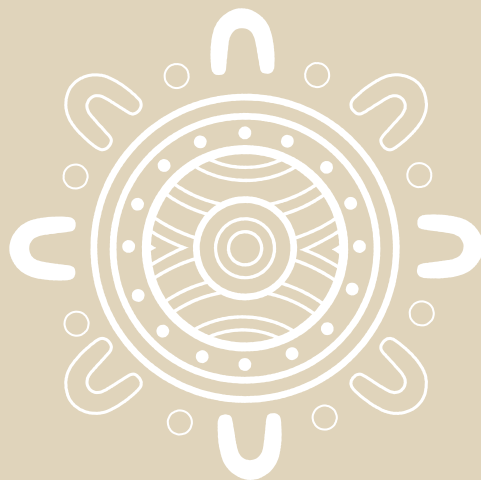
## Case study:

### CareerTracker intern to employee - Grace Jennings

Grace Jennings started at Viva Energy as a CareerTrackers intern working as part of the Shell Card team. Grace felt her internship was invaluable and was grateful for the chance to showcase her knowledge and how she worked to “leave an impression on Viva Energy”.

Grace has since joined the Viva Energy team in a full-time capacity becoming the marketing coordinator for Aviation, Bitumen, Solvents and Marine businesses. Grace has flourished in her professional work and is leading a number of projects at Viva Energy with the support of her colleagues and the CareerTrackers program.

Excited about her new role, Grace said, “I feel really fortunate to be part of, and supporting, four different teams. I get the chance to address different needs within each business segment and the commercial team as a whole. It’s exciting because these teams show the diversity of our businesses and our offering as a company and I get to communicate that to our customers. I really feel like I am making a difference.”





## Case study:

### Jack MacCauley

Jack is a Tasmanian student studying a Bachelor of Science, majoring in Chemistry and Geology, at Monash University. In 2016, as an intern, Jack worked at the Geelong refinery on a project looking at how we could reduce the time taken to analyse and sample bitumen. Through his work on this project, Jack won the Project Excellence Award at CareerTrackers Gala Awards dinner in February 2017. "It was a great honour to receive it," Jack said.

Jack has interned at Viva Energy five times since 2016 and in describing his experience, "Each one has been unique, challenging and rewarding. I feel proud being an Intern with this company."

Jack has continued to work part-time at the refinery while he completes his studies.

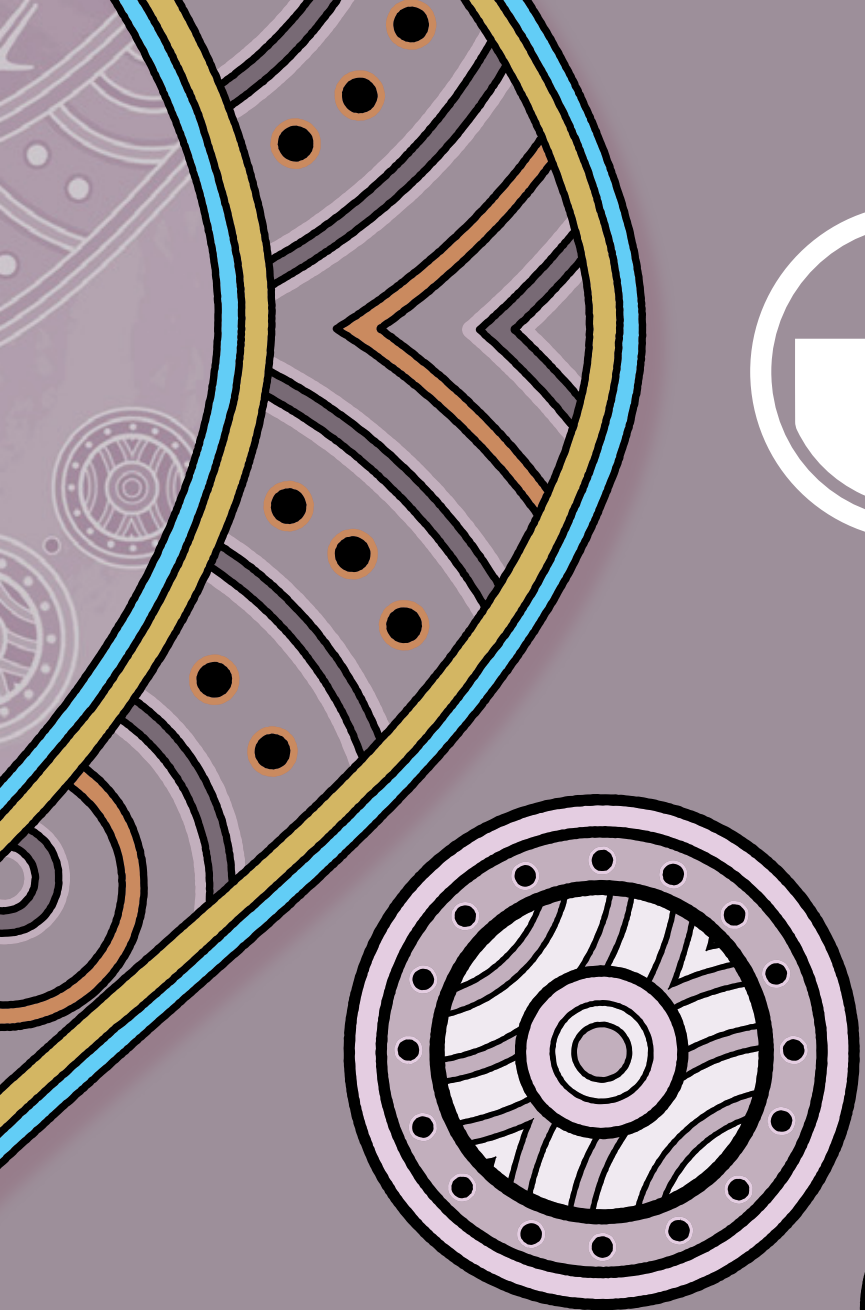








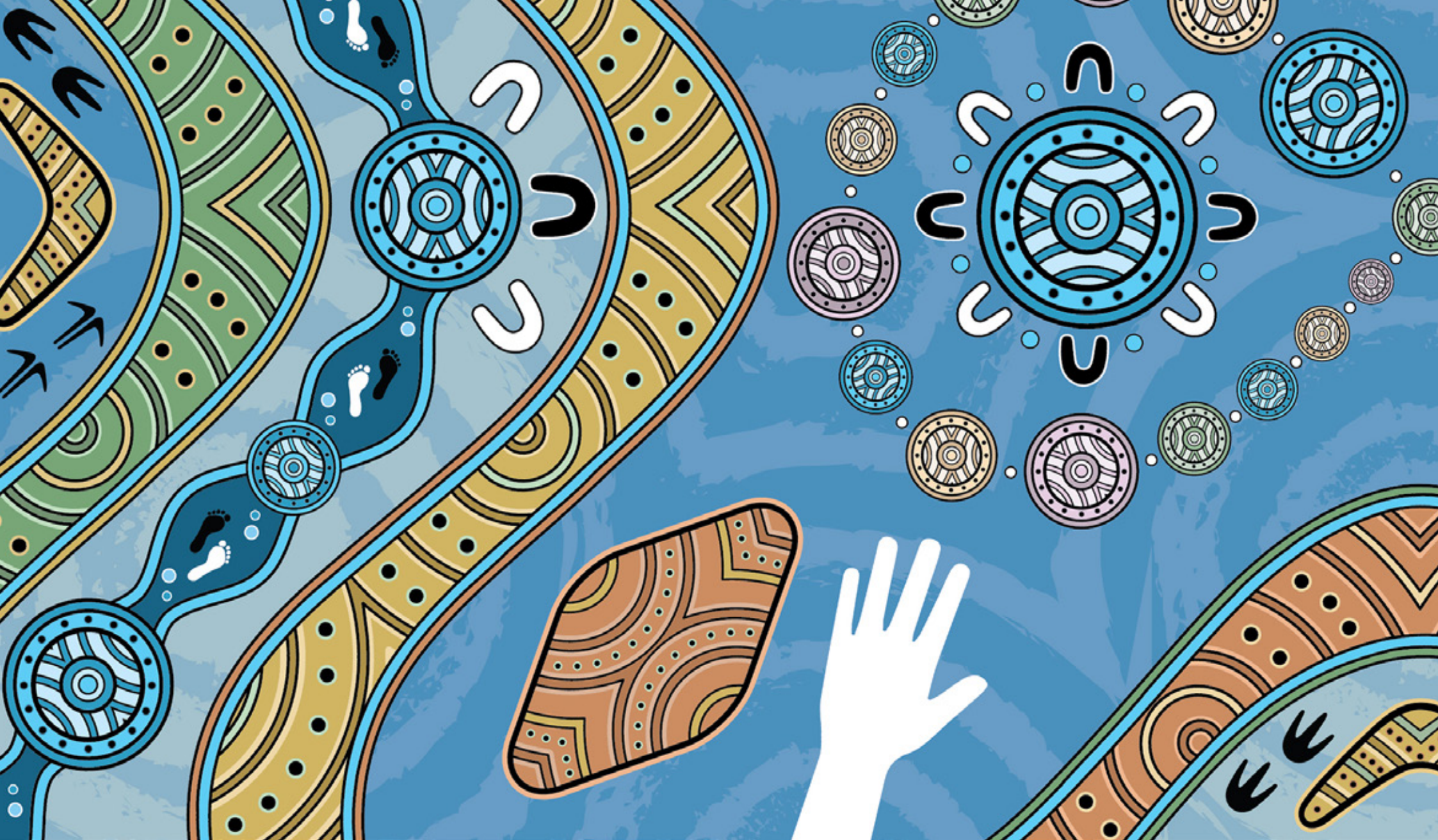
# Governance, Tracking and Reporting



Action	Deliverable	Timeline	Responsibility
15. Report RAP achievements, challenges and learnings to Reconciliation Australia	<ul style="list-style-type: none"> <li>Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.</li> <li>Participate in the RAP Barometer Survey.</li> <li>Continue to use our existing systems to track, measure and report on our Indigenous Participation activities – including our RAP activities.</li> </ul>	Sep 2020 Sep 2021 May 2020 Apr 2020 Apr 2021	Community Manager
16. Report RAP achievements, challenges and learnings internally and externally	<ul style="list-style-type: none"> <li>Publicly report our RAP achievements, challenges and learnings.</li> <li>Report internally to senior leaders, executive team and our Board.</li> <li>Cover our Indigenous commitments and activities in our annual and/or sustainability reports.</li> </ul>	Mar 2020 Mar 2021 Mar 2020 Mar 2021 Mar 2020 Mar 2021	Community Manager
17. Review, refresh and update RAP	<ul style="list-style-type: none"> <li>Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.</li> <li>Send our draft RAP to Reconciliation Australia for review and feedback.</li> <li>Submit our draft RAP to Reconciliation Australia for formal endorsement.</li> <li>Celebrate the conclusion of our initial RAP and the start of any new RAP.</li> </ul>	Jun 2021 Aug 2021 Nov 2021 Nov 2021	Community Manager







**Contact details**

**Name:** Jo Powell, Community Manager, Viva Energy Australia

**Phone:** +61 3 8823 4444

**Email:** [jo.powell@vivaenergy.com.au](mailto:jo.powell@vivaenergy.com.au)

