



## RECONCILIATION ACTION PLAN

JULY 2021 – JULY 2023



RECONCILIATION  
ACTION PLAN

**INNOVATE**





### Acknowledgement of Country

Chubb Australia acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands, water and seas and we honour their unique cultural and spiritual connection to Country and pay respects to the Ancestors and Elders, past, present and emerging.

Aboriginal and Torres Strait Islander peoples are warned that this document may contain images of persons who are deceased.

*Image: NAIDOC WEEK 2020 – Yerongpan Chepara Dancers during Chubb NAIDOC week celebrations*

### About the Artist – Brooke Sutton

Brooke Sutton is a contemporary Aboriginal artist and a proud Kalkadoon woman from the emu foot province around the Mount Isa area in North West Queensland. Brooke has had a passion for painting since she was 8 years old and she has won various local art competitions and been commissioned for several artworks all whilst still at school. Brooke's Great, Great, Great Grandmother is an apical ancestor of the Kalkadoon people and is the younger sister to renowned Aboriginal artist Chern'ee Sutton. Brooke is also related to Charlie Perkins a renowned Aboriginal activist who led the Freedom Ride in the late 1960s.

Brooke is a talented young emerging artist who paints her people's stories which are visually unique in colour, composition and texture. Brooke is already building a reputable client base capturing the eyes of Government departments and collectors from around the world.

### Artist Statement – "Igan Iti"

This painting is called "Igan Iti" in the Kalkadoon language which means "Honey Ant".

This painting represents the honey ants journey through life. The honey ant stores food for his brothers and sisters inside his belly until such a time that food is scarce, he then keeps his family alive by sharing his stored food with them. The honey ant is a delicacy to the Kalkadoon people who dig the ants from the rich red soil and use them as a source of food.



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# Our vision for reconciliation

Our vision for reconciliation is for the cultures, heritage and histories of Aboriginal and Torres Strait Islander peoples be recognised, respected and celebrated in order to build and secure a better future for all Australians.

Our respect for the Aboriginal and Torres Strait Islander histories and culture provides the foundation for our vision for reconciliation. We continue to cultivate an inclusive and diverse environment where reconciliation is actualised through our pledge to:

## Raise

awareness of the Aboriginal and Torres Strait Islander peoples, cultures and histories.

## Create

opportunities for Aboriginal and Torres Strait Islander peoples, employees and businesses







# Provide

pro-bono support to organisations progressing reconciliation in Australia.

# Nurture

an environment where cultural diversity and inclusion is expected and valued.

# Build

reverent relations with Aboriginal and Torres Strait Islander peoples and communities.

# Unite

with our customers, suppliers and partners to advance reconciliation in Australia.





# Message from the Managing Director Chubb Australia

I am pleased to present Chubb Australia's 2021-2023 Reconciliation Action Plan (RAP). This is our second Innovate RAP, an important milestone along our reconciliation journey and valuable opportunity to reflect on our achievements, learnings and continued progress.

Our first RAP (2018-2020) laid the foundations for our reconciliation journey, providing valuable insight and workings of the five dimensions of reconciliation. We were challenged to embrace the dimensions of race relations, equality and equity, unity, institutional integrity and historical acceptance and explore how we could better integrate them into our operations, plans and everyday working life at Chubb.

In the first year of our RAP, we worked with experienced organisations including BHP, the ANZ Bank and Reconciliation Queensland Incorporated to formulate and conduct our inaugural cultural awareness workshops and employee learning modules. We appreciate the support these organisations provided in assisting our employees to gain a better understanding of the cultures and histories of Aboriginal and Torres Strait Islander peoples, and look forward to building on this.

With the increased awareness of our RAP vision and goals, we created an environment whereby Aboriginal and Torres Strait Islander employees could self-identify and choose to contribute actively towards our vision for reconciliation. I am pleased to report, we now understand the number of employees in our organisation who identify as Aboriginal and Torres Strait Islander and are proud that three of these people provide cultural guidance as members of the Chubb Reconciliation Action Plan Working Group.

Our global diversity and inclusion program, 'belong' fosters an inclusive culture where we seek to recruit, develop and promote our employees around the world valuing cultural differences, varied perspectives, background and experiences. Our Reconciliation Action Plan is a uniquely Australian program providing Chubb Australia with the opportunity to integrate and adapt our global commitments of inclusion and raising international awareness of the world's oldest living cultures.

With a renewed commitment and informed strategy, we embrace the opportunity to create employment for young people and support Aboriginal and Torres Strait Island businesses.

As we launch our second Innovate Reconciliation Action Plan, it is important we recognise our operational presence within areas of cultural significance for Aboriginal and Torres Strait Islander communities and embrace the opportunity and responsibility to make a greater contribution to reconciliation in these areas.

As an organisation we look forward to progressing our reconciliation journey through our second Innovate RAP.



**Dave Marven**

MANAGING DIRECTOR  
Chubb Australia



# Message from the CEO Reconciliation Australia

Reconciliation Australia commends  
Chubb Australia on the formal  
endorsement of its second Innovate  
Reconciliation Action Plan (RAP).

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

With over 2.3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Chubb Australia continues to be part of a strong network of more than 1,100 corporate, government, and not-for-profit organisations that have taken goodwill and transformed it into action.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways.

An Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build the strong foundations and relationships that ensure sustainable, thoughtful, and impactful RAP outcomes into the future.

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that Chubb Australia will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to Chubb Australia using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

The RAP program's emphasis on *relationships, respect, and opportunities* gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

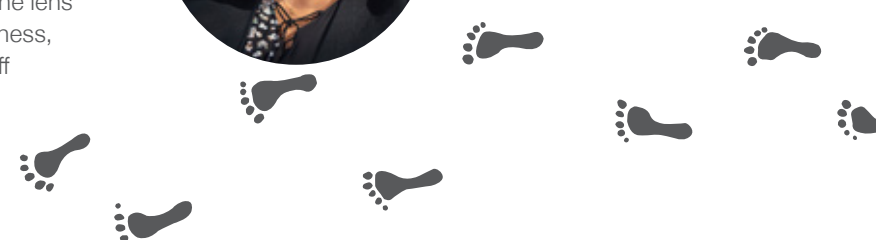
This Innovate RAP is an opportunity for Chubb Australia to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, Chubb Australia will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of Chubb Australia's future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

Congratulations Chubb Australia on your second Innovate RAP and I look forward to following your ongoing reconciliation journey.



**Karen Mundine**  
CHIEF EXECUTIVE OFFICER  
Reconciliation Australia





# Our business Chubb Fire & Security

Chubb has been protecting people and property for over 200 years.

## Chubb



Chubb Fire & Security is a leading global fire detection, fire suppression and electronic security solutions provider.

Part of the Carrier Global Corporation, the revered air-conditioning and refrigeration company, Chubb operates in 17 countries protecting people and assets to the government, defence, mining, energy, healthcare and retail sectors.

In Australia, Chubb is made up of Chubb Fire Safety, Chubb Electronic Security and Chubb Monitoring Solutions (including SMC and VitalCall). For over 70 years Chubb have been widely recognised as one of Australia's most trusted providers of security and fire safety systems, products and maintenance solutions.

Chubb provides services across the country through a network of 32 operational branches employing over 1,400 people, nine of whom are Aboriginal and Torres Strait Islander people. Chubb are represented in every capital city, and most major regional and remote centres throughout Australia.

Our local community service strategy is to establish branches where our remote customers operate including remote locations like Karratha (WA), Alice Springs (NT) and Mt. Isa (QLD). (A complete list of Chubb locations is available at [www.chubbfiresecurity.com/en/au/contact/locations/](http://www.chubbfiresecurity.com/en/au/contact/locations/)). In these regional and remote locations, many of Chubb's employees, are living and working within areas of cultural importance for First Nations communities, providing a unique opportunity to engage in reconciliation across multiple internal and external stakeholders.

In addition to working with our employees, Chubb's influence through our RAP actions extends to our customers, local suppliers and the communities live and the community organisations we support to unite all Australians.

Chubb's corporate values of Respect, Integrity, Inclusion, Innovation and Excellence unite us and drive our commitment toward creating a diverse and inclusive environment for everyone. Our core values empower Chubb Australia and it's people to take ownership of the vision for reconciliation and RAP goals, aligning the RAP actions and outcomes to the five dimensions of reconciliation; race relations, equality and equity, institutional integrity, unity and historical acceptance.

Further information about Chubb Fire & Security is available at [www.chubbfiresecurity.com/en/au](http://www.chubbfiresecurity.com/en/au)









# Our reconciliation journey

For over three decades, Chubb Fire has provided Fire & Security services in regional and remote locations throughout Australia. During this time, we have developed and implemented a number of 'Indigenous Engagement' plans and policies designed to raise awareness and understanding of the Aboriginal and Torres Strait Islander cultures and communities in the areas we operate.

By the nature of the areas we work in and the customers we serve, our remote Chubb branch operations have adopted the local cultural protocols and adapted to the local requirements when working on Country and in Aboriginal and Torres Strait Islander communities. Harnessing the experience gained in our remote and regional branches, including Alice Springs and Cairns, has proved to be highly beneficial in developing Chubb's RAP vision and goals.







### Chubb Alice Springs

Ben Crawford is the Chubb Fire branch manager and Alice Springs local. Ben's team consists of twelve locally employed employees who travel on Country to the Aboriginal communities of the Central Desert, Central West Desert, Barkly and Tanami country, covering over 1.4 million kilometres servicing Fire safety systems and equipment.

The Alice Springs team has built trust with Aboriginal communities and organisations through mutual understanding and respect. Operationally, the Chubb team works closely with the Uluru-Kata Tjuta National Parks in support of the planned cultural burn backs programs. Culturally, Chubb continue to sponsor the Parrtjima – Cultural Festival of Light. Held annually, Parrtjima is described as an “authentic Aboriginal light festival which showcases the oldest continuous culture on earth through the technology” ([www.parrtjimaaustralia.com.au](http://www.parrtjimaaustralia.com.au)).

Source: Parrtjima – Cultural Festival of Light (<http://www.parrtjimaaustralia.com.au/past-festivals/2021-gallery/>)



### Chubb Cairns

For over 20 years, local Chubb supervisors Greg Quinn of Chubb Fire, and Craig Whitby of Chubb Security have been planning service runs to the Torres Strait Islands. Greg and Craig demonstrate an awareness and respect for local Torres Strait Island cultures and protocols through working closely with the Torres Strait Island Regional Council, state and federal government and businesses while ensuring flexibility at times of cultural importance.

Chubb's first Reconciliation Working Group came together in 2017 to finalise and implement Chubb's first Innovate Reconciliation Action Plan. Chubb employees from remote locations including Alice Springs and Cairns played a vital role in sharing their experience, ensuring our goals, actions and outcomes were achievable, meaningful and sustainable.

Cairns technician working on Mabuag Island, Torres Strait





# Our RAP1 achievements and learnings

Chubb's Innovate Reconciliation Action Plan (July 2018 – July 2020) was our organisation's formal acknowledgement of the reconciliation process and commenced our journey toward an increased awareness and appreciation of Aboriginal and Torres Strait Islander cultures, histories, challenges and opportunities.

RAP1 also provided a framework for actions and deliverables towards the strategic focus areas to foster stronger relationships, respect and opportunities while maintaining a clear vision, governance and reporting structure to track progress. The achievements of our RAP1 was recognised at the '2019 Australian Security Industry Association's' ([www.asial.com.au](http://www.asial.com.au)) Awards for Excellence event where Chubb was named a dual finalist for the Indigenous Employment Award category.

At the completion of the Innovate RAP period, Chubb reported a 91% completion of our RAP deliverables and rated the effectiveness of the completed outcomes at 59%. This provides an opportunity to improve the quality, sustainability and efficacy of the Innovate RAP outcomes as Chubb launches the second Innovate RAP.

Joshua Simmons – Director Monitoring Solutions (pictured left) and Rebecca Curran – Access Group Solutions



# Relationships in Review

Once the Chubb RAP1 was launched, promoted, implemented and celebrated, the RAP Working Group set about planning and progressing the actions and deliverables. Turning to our customers with extensive experience in the process of reconciliation we quickly established several relationships which supported us in laying the foundations for progress.

Uncle Bill Buchannan and Aunty Heather Castledine from Reconciliation Queensland Inc. attended the Chubb RAP Cultural Awareness Workshop. Together with Jennifer Dawson of BHP, Aunty Heather and Uncle Bill shared their stories and wisdom to the RAP Working Group and Senior Leadership Group, laying the foundations for ongoing relationships. The relationship with our customer BHP provided valuable support and guidance to the RAP Working Group and Chubb Senior Leadership team by sharing their experience in developing the procedural framework within their organisation. This information was beneficial in establishing our own governance and reporting structure and aligning the RAP Working Group and Senior Leadership vision and responsibilities.

Through the introductions at this first Cultural Awareness workshop the Chubb RAP Working Group Chair, Clint Grossmann was invited to nominate and accepted to serve on the Reconciliation Queensland Inc. (RQI) Management Committee.

Clint was sponsored by Chubb for volunteer service to RQI between October 2019 and January 2021 and was part of the RQI Strategic Plan establishment committee.

Clint was a guest speaker at the RQI's 2020 National Reconciliation Week online workshop series.

In sharing our RAP journey and establishing a direct email channel to the RAP Working Group, a number of our employees wanted to self-identify as Aboriginal and /or Torres Strait Islander. This enabled RAP Working Group to ensure the Chubb processes were aligned to support our Aboriginal and Torres Strait Islander employees.

We give thanks to Jennifer Dawson from BHP and Uncle Bill Buchannan and Aunty Heather Castledine from RQI for their shared wisdom, passion, experience and guidance.

Chubb RAP Cultural Awareness Workshop attendees Uncle Bill and Aunty Heather (pictured centre) of Reconciliation Australia with David Maung (pictured left) and Clint Grossman (pictured right) of Chubb Australia





# Respect in Review

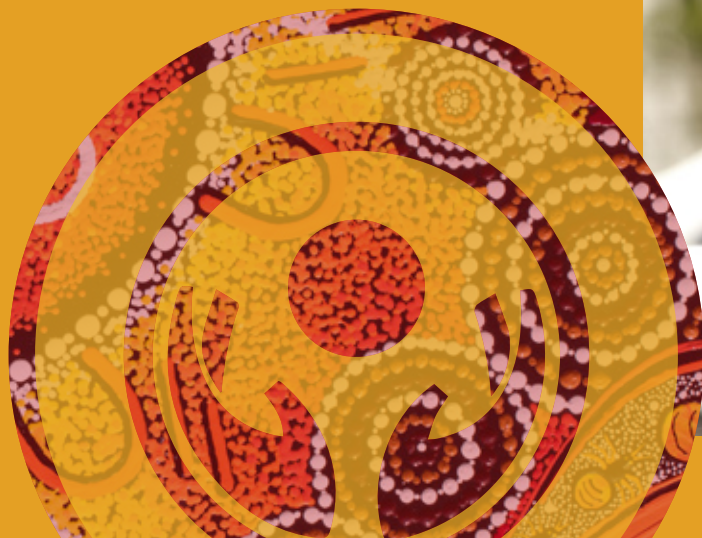
Chubb's first Cultural Protocol procedure was formalised and implemented during the first year of the Chubb RAP. The procedure outlined the process for undertaking a Welcome to Country and Acknowledgment of Country. Acknowledgement of Country plaques were designed and made available to Chubb branches for display.

The Australian & New Zealand (ANZ) Bank provided approval for Chubb employees to access their online Indigenous Cultural Awareness learning module. The ANZ module is a cultural awareness course which was developed in conjunction with Reconciliation Australia to provide an understanding of Aboriginal and Torres Strait Islander peoples' cultures, identity, histories, cultural protocols and ways to work together with Aboriginal and Torres Strait Islander Australians. In addition to this module being promoted throughout Chubb for all employees and their families to access, the module was included for presentation with the monthly face-to-face tool-box meetings for all operational and infield staff nationally.

We are grateful to the ANZ bank for enabling Chubb to achieve a baseline training and learning outcome and raise cultural awareness throughout the organisation.

NAIDOC Week 2020 was moved from July to November 2020 due to COVID-19 restrictions. Chubb held its very first NAIDOC event in Salisbury (QLD) and livestreamed the event to all Chubb staff nationally. Jamie-Lee Cook, a proud Kamilaroi woman and Chubb employee, and RAP working group member facilitated the event. Yuggera Elder, Uncle Desmond spoke about the Yuggera Country and a group of Yerongpan Chepara First Nation performers in cultural dress performed traditional dances during the Welcome to Country and smoking ceremony.

In addition to the NAIDOC week launch event, Chubb organised for employees to have a free digital download to view the movie 'Another Country'. Narrated by David Gulpillil, the documentary explores how Australian Aboriginal cultures and modern Australian culture intersects and how this has affected life in his hometown of Ramingining, a small and remote Aboriginal community located in Arnhem land.



# Opportunities In Review

With the implementation of the RAP, Chubb's supply chain division immediately investigated opportunities to increase spend with Aboriginal and Torres Strait Islander businesses and amended internal processes to allow the recording and reporting of this data. At the completion of RAP1, Chubb had increased spend through two Supply Nation registered Aboriginal and Torres Strait Island businesses.

At the commencement of the RAP1, Chubb were not recording the cultural identity of our employees. At the conclusion of several months of communication campaigns, nine Chubb employees had contacted the RAP Working Group through direct email channels to self-identify as Aboriginal and/or Torres Strait Islander.

Chubb now provides opportunities for new employees to self-identify their heritage at the commencement of employment and manage the baseline data through the Human Resources division. We have also updated our diversity & inclusion statements to encourage Aboriginal and Torres Strait Islander applicants to apply for roles at Chubb and continue to work with our recruitment partners in this space.

In review of our RAP impact measures, we recognised that the majority of our workforce are required to be fire and/or security industry qualified and licenced as part of their roles. As such, we identified the need to develop a structured approach to build capability and skill to increasing the representation of Aboriginal and Torres Strait Islander peoples in our Industry and business.





# Our key learnings

- We have learned that **asking for help** from organisations and learning from their experiences is highly beneficial in progressing our RAP actions and deliverables.
- We have learned that **working directly** with Aboriginal and Torres Strait Islander peoples and State-based Reconciliation organisations, such as Reconciliation Queensland is the best way to understand culture and respectful relations.
- From BHP's shared experience, we learned that the most effective RAP Working Group consist of **self-nominated volunteers within the business who are passionate about reconciliation and want to make a difference.**
- We have learned that **raising awareness** of Aboriginal and Torres Strait Islander cultures and histories can be achieved through education, training, conversation, communication, promotion and providing opportunities to be involved.
- We have learned that **establishing connections** with local Aboriginal and Torres Strait Island businesses where we operate is the best way to increase local spend.
- We have learned that traditional methods of recruitment with greater visibility to the Aboriginal and Torres Strait Islander communities may not effectively achieve our increased employment outcomes and we need to **adapt our approach through direct consultation** with Aboriginal and Torres Strait Islander communities businesses and recruitment organisations.
- We have learned that a **sustainable employment strategy** for Aboriginal and Torres Strait Islander peoples should incorporate a mentor and personal care program.
- We have learned that **our RAP vision, goals, actions and deliverables must be owned by, and are the responsibility of the whole organisation** not a committee working in isolation.



# Our Reconciliation Action Plan (RAP2)

Chubb's RAP Working Group, Sponsors and the Senior Leadership Team have reflected on the achievements and learning of the 2018–2020 RAP as an important step in setting the foundations and for planning this RAP.

Whilst we recognise and are proud of our progress to date, we recognise there are areas that require additional focus and specific attention. Internally we have reviewed our resourcing, planning and accountability structure to ensure we can deliver on our RAP goals and commitments whilst honouring our vision for reconciliation with the First Nations People of Australia.

Chubb's Innovate RAP2 has been launched with a clear vision, plan and focus across all aspects of the business. Chubb's Senior Leadership Team with support from the RAP Working Group have committed to 15x RAP Impact Measurement Report actions. These actions and deliverables are measured monthly and reported to Reconciliation Australia annually and will deliver;

- **RAP Partnerships:**  
Through an aligned vision for reconciliation and memorandums of understanding.
- **National Reconciliation Week Events:**  
Conducted at strategic Chubb branch locations.
- **Cultural Learning for Chubb employees:**  
Through face to face workshops and on-line learning.

- **Aboriginal and Torres Strait Island business investment outcomes:**  
Through supply and procurement contracts and direct partnerships Chubb will source goods and services directly with First Nations businesses.
- **Aboriginal and Torres Strait Islander sustainable employment outcomes:**  
Chubb's "Aboriginal and Torres Strait Islander Youth Development Program" and ongoing recruitment strategy are designed to deliver sustainable employment and retention outcomes.
- **Pro Bono and Volunteer support for First Nations groups and organisations:**  
Chubb employees are encouraged to provide volunteer and pro bono support to Aboriginal and Torres Strait Island groups and organisations to enable achieving their vision for reconciliation.

In addition to these targets the **Chubb Innovate RAP2** actions and deliverables focus on the areas where the best opportunity for progress towards our vision for reconciliation exists.



# Our RAP Working Group

Our second Innovate RAP is sponsored by Dave Marven, Chubb Australia's – Managing Director and championed by Elizabeth Harrison, Chubb Australia's – Director of Human Resources. Dave and Elizabeth have been important advocates and champions of Chubb's first RAP.

Chubb's RAP Working Group consists of a diverse team of employees from different Chubb business units, locations and levels within the organisation and have self-nominated as a result of their enthusiasm and commitment to making a difference to the lives of Aboriginal and Torres Strait Islander peoples and communities and delivering Chubb's vision for reconciliation. Together they are tasked with the responsibility for the implementation, ongoing development and success of the plan.

Matthew Davidson, Jamie-Lee Cook and Shelley Collins are the Aboriginal and Torres Strait Islander employee representatives within the RAP Working Group.

On August 2020 under the cloud of COVID-19 related travel restrictions, we launched our RAP working group induction workshop through Zoom video-conferencing. We were joined by guest speaker Uncle Bill Buchanan from RQI (Reconciliation Queensland Incorporated) who shared his wisdom and experience with the group during his inspirational workshop address. The 'terms of reference' outlines the requirement for monthly meetings to monitor progress and reporting to the Chubb Australia Senior Leadership Team quarterly.

In addition to RAP working group, we intend to establish a national Reconciliation (ERG) Employee Resource Group (see Action 5). Employee Resource Groups are an internal employee engagement initiative for specific areas of interest. Any person within the organisation can nominate to be a part of the group to share their thoughts, ideas and play an active role in supporting, promoting and being an advocate for reconciliation at Chubb. The ERG will provide valuable input into the development of future initiatives for the RAP Working group to implement and manage.







Our RAP  
Working Group  
members  
include:



**Clint Grossmann**  
– RWG Chairperson  
Contract Manager,  
National Accounts,  
Chubb Fire (Qld)

**David Maung**  
Senior Manager,  
Talent Management  
ANZ (NSW)

**Michelle Barnett**  
Talent Acquisition  
Manager (NSW)

**Jamie-Lee Cook**  
Monitoring Operator,  
Monitoring Solutions  
(Qld)

**Matthew Davidson**  
Emergency Response  
Team Leader, VitalCall  
(Qld)

**Shelley Collins**  
Business Development  
Manager, Chubb Fire  
(NSW)

**Peter Ashton**  
General Manager,  
Federal Government,  
Chubb Electronic  
Security (NSW)

**Michael Potter**  
Branch Manager,  
Townsville, Chubb  
Electronic Security (Qld)

**Ben Crawford**  
Branch Manager,  
Alice Springs,  
Chubb Fire (NT)

**Jordan Vollmer**  
Key Account Manager,  
Chubb Fire (Qld)

**Karl Sargaison**  
Branch Manager,  
Gladstone,  
Chubb Fire (Qld)

**Peter Barisits**  
Sales Representative,  
Perth, Chubb Fire (WA)





# Our RAP Goals: **Relationships**

Through respect, trust and integrity, Chubb is committed to establishing and strengthening meaningful and enduring relationships with Aboriginal and Torres Strait Islander peoples. Through these relationships we aim to learn, and promote a better understanding of the cultural differences, sensitivities and needs of Aboriginal and Torres Strait Islander peoples, communities and organisations.

Building relationships and expanding awareness with our partners, our customers, our employees and Aboriginal and Torres Strait Islander communities will contribute to Chubb's commitment to fostering a workplace that inspires and encourages diversity while being truly and genuinely inclusive.

## Chubb Values:

### Respect

We treat others the way we want to be treated.

### Integrity

We put honesty, accountability, and ethics first.





## Relationships

ACTIONS	DELIVERABLES	TIMELINE	RESPONSIBILITY
<b>1</b> Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<b>1.1</b> Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	March 2022 March 2023	RAP Working Group – Chair, RWG Partnerships & Engagement Lead
	<b>1.2</b> Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2022 June 2023	
	<b>1.3</b> Develop and implement a volunteer program for staff to engage with Aboriginal and Torres Strait Islander organisations and / or communities.	June 2022 June 2023	
	<b>1.4</b> Appoint a Chubb RAP Ambassador to guide and advise the RAP working Group and Senior Leadership Team on reconciliation strategy.	June 2022	
<b>2</b> Build relationships through celebrating National Reconciliation Week (NRW).	<b>2.1</b> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022 May 2023	RAP Working Group – Chair, RWG Events Lead
	<b>2.2</b> RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2022 27 May - 3 June, 2023	
	<b>2.3</b> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June, 2022 27 May - 3 June, 2023	
	<b>2.4</b> Organise at least one NRW event each year.	27 May - 3 June, 2022 27 May - 3 June, 2023	
	<b>2.5</b> Register all our NRW events on Reconciliation Australia's NRW website.	May 2022 May 2023	





## Relationships

ACTIONS	DELIVERABLES	TIMELINE	RESPONSIBILITY
<b>3</b> Promote reconciliation through our sphere of influence.	<b>3.1</b> Implement strategies to engage our staff in reconciliation.	December 2021 December 2022	RAP Working Group – Chair, RWG Partnerships & Engagement Lead
	<b>3.2</b> Communicate our commitment to reconciliation publicly to internal and external stakeholders.	July 2021 July 2022	
	<b>3.3</b> Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	August 2021 August 2022	
	<b>3.4</b> Collaborate with RAP and other like-minded organisations to develop ways to advance reconciliation.	September 2021	
	<b>3.5</b> Use social media and communication platforms to promote and raise awareness of reconciliation topics.	July 2021 July 2022	
	<b>3.6</b> Include on overview of the Chubb Australia Reconciliation Action Plan as part of the new employee induction process.	July 2021 July 2022	Director HR – Chubb Australasia, RWG Cultural Learning Lead
	<b>3.7</b> Encourage our customers, suppliers and partner organisations to develop a Reconciliation Action Plan.	August 2021 August 2022	RAP Working Group – Chair, RWG Partnerships & Engagement Lead, Director – Supply Chain
	<b>3.8</b> Host a screening of reconciliation films (including Final Quarter) for staff and facilitate a discussion following the film utilising the associated resources.	July 2021 July 2022	Director HR – Chubb Australasia, RWG Cultural Learning Lead
	<b>3.9</b> Develop the Reconciliation SharePoint intranet site to include a list of recommended reconciliation reference books, films and current news including information on the Uluru Statement of the Heart.	July 2022 July 2023	RAP Working Group – Chair, Director HR – Chubb Australasia, RWG Cultural Protocol Lead



## Relationships

ACTIONS	DELIVERABLES	TIMELINE	RESPONSIBILITY
<b>④</b> Promote positive race relations through anti-discrimination strategies.	<b>4.1</b> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2021 October 2022	RAP Working Group – Chair, RWG Cultural Protocol Lead
	<b>4.2</b> Develop, implement and communicate an anti-discrimination policy for our organisation.	October 2021 October 2022	
	<b>4.3</b> Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	October 2021 October 2022	RWG Cultural Protocol Lead, Director HR – Chubb Australasia
	<b>4.4</b> Educate senior leaders on the effects of racism.	November 2021 November 2022	
<b>⑤</b> Establish a National Reconciliation ERG (Employee Resource Group) with representatives from each region to advance the vision for reconciliation locally.	<b>5.1</b> Establish the terms of reference and operating principles of the network, including support from RAP Working Group and Senior Leadership Team.	July 2022 July 2023	RAP Working Group – Chair, Director HR – Chubb Australasia, RWG Cultural Protocol Lead
	<b>5.2</b> Promote, recruit and establish the National Reconciliation (ERG) Employee Resource Group.	July 2022 July 2023	
	<b>5.3</b> Invite all known Aboriginal and Torres Strait Islander employees to be a member of the Reconciliation ERG.	July 2022 July 2023	
	<b>5.4</b> Invite National Reconciliation ERG members to quarterly RAP Working Group progress meetings.	July 2022 July 2023	



# Our RAP Goals: **Respect**

Building trust and respect is essential in working to understand, embrace and appreciate the unique and special place of Aboriginal and Torres Strait Islander peoples to Country.

To this end, Chubb aims to improve our employees' knowledge and understanding of Aboriginal and Torres Strait Islander cultures in a way that will promote, acknowledge and embed cultural awareness throughout our organisation. We understand that the creation of a culture of respect of Aboriginal and Torres Strait Islander histories, values and beliefs will assist Chubb in advancing reconciliation in Australia.

Chubb Values:

## **Inclusion**

We strive to create an environment where all feel included, regardless of our differences.

## **Respect**

We treat others the way we want to be treated.

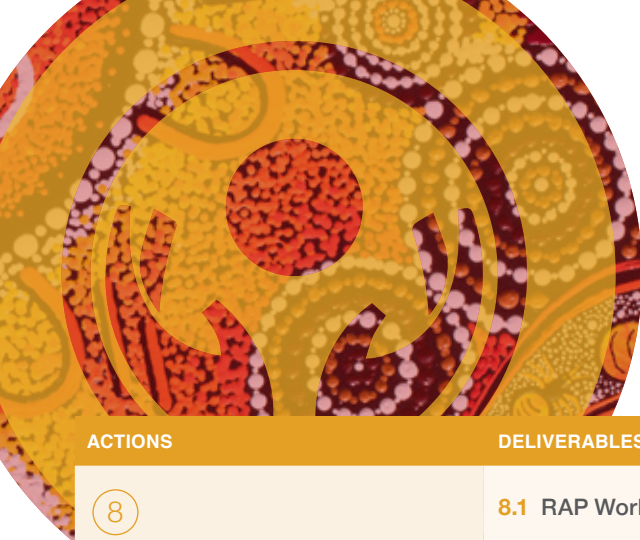




## Respect

ACTIONS	DELIVERABLES	TIMELINE	RESPONSIBILITY
<b>6</b> Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<b>6.1</b> Conduct a review of cultural learning needs within our organisation.	July 2022 July 2023	Director HR – Chubb Australasia, RWG Cultural Learning Lead
	<b>6.2</b> Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.	August 2021 August 2022	
	<b>6.3</b> Develop, implement and communicate a cultural learning strategy for our staff.	September 2021 September 2022	
	<b>6.4</b> Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	February 2022 February 2023	
	<b>6.5</b> Develop the Reconciliation SharePoint intranet site to include cultural awareness modules and current news including information on the Uluru Statement of the Heart.	June 2022 June 2023	RAP Working Group – Chair, Director HR – Chubb Australasia, RWG Cultural Learning Lead
	<b>6.6</b> Conduct an education and discussion forum to raise awareness of the significance of the Uluru Statement from the Heart.	December 2022	Director HR – Chubb Australasia, RWG – Cultural Learning Lead
<b>7</b> Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<b>7.1</b> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	February 2022 February 2023	Managing Director – Chubb Australia, RWG Cultural Protocol Lead
	<b>7.2</b> Review and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	February 2022 February 2023	
	<b>7.3</b> Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	July 2021 July 2022	
	<b>7.4</b> Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	July 2021 July 2022	





Respect

ACTIONS	DELIVERABLES	TIMELINE	RESPONSIBILITY
<b>8</b> Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<b>8.1</b> RAP Working Group to participate in an external NAIDOC Week event.	4 - 11 July 2021 4 - 11 July 2022	RAP Working Group – Chair, RWG Events Lead
	<b>8.2</b> Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	June 2021 June 2022	
	<b>8.3</b> Promote and encourage participation in external NAIDOC events to all staff.	4 - 11 July 2021 4 - 11 July 2022	
<b>9</b> Increase our knowledge and understanding of Aboriginal and Torres Strait Islander traditional fire prevention methods.	<b>9.1</b> Work with Aboriginal and Torres Strait Islander communities to gain an understanding of traditional fire prevention methods.	September 2022	National GM – Chubb Fire Products, RWG Partnerships & Engagement Lead
	<b>9.2</b> Raise awareness of internal and external stakeholders of traditional fire prevention methods.	December 2022	Director HR – Chubb Australasia, RWG – Cultural Learning Lead









# Our RAP Goals: Opportunities

Chubb's national operational footprint provides an ideal opportunity to engage with local Aboriginal and Torres Strait Islander communities to create employment and business opportunities.

Through our Aboriginal and Torres Strait Islander recruitment and development programs, we aim to create opportunities that will support youth and the emerging generation of leaders. Chubb's supply chain will work with Aboriginal and Torres Strait Islander businesses to create economic opportunities to empower and sustain Aboriginal and Torres Strait Islander communities.

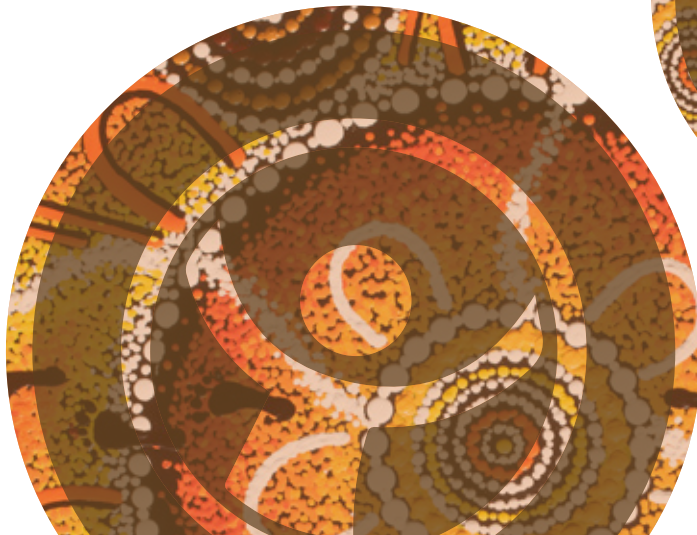
## Chubb Values:

### Innovation

We constantly seek to develop, improve and sustainably grow.

### Excellence

We deliver on the merits of our products and services, with urgency and flawless execution.





## Opportunities

ACTIONS	DELIVERABLES	TIMELINE	RESPONSIBILITY
<b>10</b> Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<b>10.1</b> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	July 2021 July 2022	National GM – Chubb Fire, National GM – Chubb Security, Managing Director – Monitoring, RWG Employment Lead, RWG Recruitment Lead
	<b>10.2</b> Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	July 2021 July 2022	
	<b>10.3</b> Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	August 2021	
	<b>10.4</b> Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	June 2022 June 2023	RAP Working Group – Chair, RWG Procurement Lead
	<b>10.5</b> Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	July 2021 July 2022	
	<b>10.6</b> Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.	June 2022 June 2023	National GM - Chubb Fire, National GM - Chubb Security, Managing Director – Monitoring, RWG Employment Lead, RWG Recruitment Lead
<b>11</b> Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<b>11.1</b> Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	September 2021 September 2022	Director – Supply Chain, National GM – Chubb Fire, RWG Procurement Lead
	<b>11.2</b> Investigate Supply Nation membership.	September 2021 September 2022	
	<b>11.3</b> Review current suppliers list to identify current Aboriginal and Torres Strait Islander business partnerships, not previously recorded.	September 2021 September 2022	
	<b>11.4</b> Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	October 2021 October 2022	RAP Working Group – Chair, RWG Procurement Lead
	<b>11.5</b> Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	September 2021 September 2022	Director – Supply Chain, National GM – Chubb Fire, RWG Procurement Lead
	<b>11.6</b> Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	June 2022 June 2023	





## Governance, tracking progress and reporting

ACTIONS	DELIVERABLES	TIMELINE	RESPONSIBILITY
12 Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	12.1 Maintain Aboriginal and Torres Strait Islander representation on the RWG.	July 2021 July 2022	RAP Working Group – Chair, Managing Director – Chubb Australia
	12.2 Establish and apply a Terms of Reference for the RWG.	July 2021 July 2022	RAP Working Group – Chair, RWG – Cultural Protocol Lead
	12.3 Meet at least four times per year to drive and monitor RAP implementation.	October 2021, January 2022, April 2022, July 2022, October 2022, January 2023, April 2023, July 2023	RAP Working Group – Chair, Managing Director – Chubb Australia National GM – Chubb Fire, National GM – Chubb Security, Managing Director – Monitoring
13 Provide appropriate support for effective implementation of RAP commitments.	13.1 Define resource needs for RAP implementation.	June 2022 June 2023	RAP Working Group – Chair, Managing Director – Chubb Australia
	13.2 Engage our senior leaders and other staff in the delivery of RAP commitments.	July 2021 July 2022	
	13.3 Define and maintain appropriate systems to track, measure and report on RAP commitments.	July 2021 July 2022	RAP Working Group – Chair, Managing Director – Chubb Australia, Director HR – Chubb Australasia
	13.4 Appoint and maintain an internal RAP Champion from senior management.	July 2021 July 2022	



## Governance, tracking progress and reporting

ACTIONS	DELIVERABLES	TIMELINE	RESPONSIBILITY
14 Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	14.1 Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2021 September 2022	RAP Working Group – Chair, Managing Director – Chubb Australia
	14.2 Report RAP progress to all staff and senior leaders quarterly.	October 2021, January 2022, April 2022, July 2022, October 2022, January 2023, April 2023, July 2023	RAP Working Group – Chair, Managing Director – Chubb Australia National GM - Chubb Fire, National GM – Chubb Security, Managing Director – Monitoring
	14.3 Publicly report, internally and externally, our RAP achievements, challenges and learnings, annually.	June 2022 June 2023	RAP Working Group – Chair, Managing Director – Chubb Australia
	14.4 Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2022	RAP Working Group – Chair, Director HR – Chubb Australasia
15 Continue our reconciliation journey by developing our next RAP.	15.1 Register via Reconciliation Australia's website to begin developing our next RAP.	May 2023	RAP Working Group – Chair, Managing Director – Chubb Australia, Director HR - Chubb Australasia





# Chubb

## Get in touch

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