



Reflect



Reconciliation Action Plan

July 2019 - December 2020

Veris



Message from Reconciliation Australia



Reconciliation Australia is delighted to welcome Veris to the Reconciliation Action Plan (RAP) program and to formally endorse its inaugural Reflect RAP.

As a member of the RAP community, Veris 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 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 Torres 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 Reflect RAP provides Veris a roadmap to begin its reconciliation journey. Through implementing a Reflect RAP, Veris will lay the foundations for future RAPs and reconciliation initiatives.

We wish Veris well as it takes these first critical steps in its reconciliation journey. We encourage the organisation to embrace this journey with open hearts and minds, to grow from the challenges, and to build on the 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 Veris on its first RAP, and look forward to following its ongoing reconciliation journey.



Karen Mundine
Chief Executive Officer
Reconciliation Australia



Message from the Managing Director



I am pleased to present the *Veris Reflect Reconciliation Action Plan 2019-2020*. We are now part of a national journey of reconciliation.

In delivering the first Veris RAP, we commit to supporting reconciliation within our organisation and in the communities where we work. This commitment is not taken lightly. For Veris, reconciliation stems from awareness, leadership and engagement throughout our organisation.

Veris has an important role to play in contributing to reconciliation. We provide employment opportunities, work with partners across the country, operate and support initiatives in Aboriginal and Torres Strait Islander communities and communicate with shareholders and the wider community. This RAP also aligns Veris to corporate Australia's expectations – it makes good business sense.

Reconciliation has been important to Veris for a long time. We have learnt, and continue to learn, from Aboriginal and Torres Strait Islander individuals, communities and organisations in our many projects across Australia. I am particularly proud of the work done through the Laverton Cycling Program and look forward to identifying other Aboriginal and Torres Strait Islander opportunities and initiatives that are as meaningful.

Across the business there is a range of understanding of Aboriginal and Torres Strait Islander history, culture and heritage. We have built this through cross cultural awareness training delivered to parts of the business. We all value diversity and inclusiveness and it is important we demonstrate leadership in reconciliation.

Through our first Reconciliation Action Plan, we will take time to reflect on the contribution and resilience of Aboriginal and Torres Strait Islander Australians. We will promote respect, awareness and understanding within our organisation. We will build mutually beneficial relationships which support our journey to reconciliation. We will identify opportunities for education, employment, procurement and partnerships. We will ensure our RAP is implemented successfully.

We are committing to Reconciliation Australia's framework for future RAPs. This RAP is the beginning of our journey and I look forward to Veris contributing to reconciliation well into the future.

A handwritten signature in blue ink, appearing to read 'Adam Lamond', written over a white background.

Adam Lamond
Managing Director



Our journey of reconciliation

Veris recognises that reconciliation is built on mutual respect. To build a diverse and inclusive work culture and to respectfully work in partnership with Aboriginal and Torres Strait Islander organisations and peoples, it is important that we have an awareness of our shared history and an appreciation for Australia's rich cultural legacy.

The Reconciliation Action Plan (RAP) is a framework in which organisations from every sector can rise to the challenge of reconciling Australia. It involves a practical plan of action to build relationships, respect and opportunities, so as to create social change and economic opportunities for Aboriginal and Torres Strait Islander Australians.

The RAP framework includes four types of RAPs, each offering a different level of engagement and support as an organisation progresses in their reconciliation journey. The first RAP is Reflect, which clearly outlines the initial steps an organisation should undertake to build a solid foundation and ensure that their journey is meaningful, mutually beneficial and sustainable.

Reflect will lead into Innovate, Stretch and Elevate. For Veris it is the beginning of our journey of reconciliation, and a long term commitment to Reconciliation Australia's framework that we have not considered lightly.

Our Reflect RAP seeks to engage our people and our clients in a meaningful conversation on reconciliation and represents our genuine commitment to:

- » Increase the cultural competency of our people by increasing our knowledge of Aboriginal and Torres Strait Islander cultures, histories, and contemporary issues

- » Build meaningful relationships with Aboriginal and Torres Strait Islander organisations, peoples and communities in our markets
- » Explore new and innovative approaches to deepen cultural awareness across all facets of our business.

Veris recognises our first RAP as a critical component of establishing meaningful and sustainable relationships with Australia's Aboriginal and Torres Strait Islander peoples. Relationships built on mutual trust create a strong foundation for growth, both within the organisation and the wider community, resulting in greater opportunity for genuine reconciliation efforts and social

progress. Our RAP will encourage increased understanding of Australia's complex history and our ability to contribute to change.

This RAP was developed, and will be implemented by a working group with representatives from all areas of our operations and across regional and urban locations. We recognise that due to our current staff profile, this RAP has been developed and will be implemented with limited representation from Aboriginal and Torres Strait Islander people. As such, increasing representation is a key objective of our Reflect RAP.

“For Veris it is the beginning of our journey of reconciliation, and a long term commitment to Reconciliation Australia's framework that we have not considered lightly.”



Our business

Veris is an ASX listed company, delivering services throughout Australia aimed at adding real value to our clients. Our skilled staff ensure our clients receive high-level professional advice and service on every project.

The Veris Group of Companies consists of three operating entities:

- » **Veris Australia** – Surveying, 3D Spatial services, Town Planning, Urban Design and Geospatial solutions
- » **Aqura Technologies** – Highly specialised industrial ICT and Communication services
- » **Elton Consulting** – Professional and advisory services

With offices across Australia and a proven track record delivering projects in the private, public and not for profit sectors, Veris combines national strength with local knowledge and expertise to ensure the best outcomes for all projects, regardless of size or geographical location. Our primary objective is to provide increased economic and social value to stakeholders including our clients, shareholders, our people and the communities in which we work.

Creation of one premium survey company

The national companies were renamed Veris in November 2016 when it embarked on a diversification and growth strategy to create a world-class surveying, 3D spatial services, town planning, urban design, and geo spatial solutions business that could service clients across Australia. The initial phase was the selection and acquisition of quality businesses in each major geographic and economic centre of Australia. This phase resulted in the acquisition of nine, predominantly survey businesses that share our aspirations, values and culture.

In FY18 the company undertook an ambitious project to migrate the nine acquired companies under the Veris brand and into one company. This was a rare opportunity for everyone involved to not just ensure the sustainable performance for the business, but shape the core industry in which Veris operates.

Diversification in professional and advisory services

In the second phase of its growth strategy, Veris acquired Elton Consulting to significantly broaden and expand the Veris multi-disciplinary capabilities around Australia. Elton Consulting is a market leader in professional and advisory services for the property and built environment, transport, infrastructure, water, energy, housing and public policy sectors.

Elton Consulting provides strategic advice in communications and engagement, community relations, strategy and policy, social sustainability, urban and regional planning, bid strategy and preparation, and graphic design.

Together Veris and Elton Consulting form one of the largest leading professional advisory and surveying companies in Australia, with over 800 people in over 20 locations in Australia. Currently no staff identify as Aboriginal and/or Torres Strait Islander peoples.

Aqura Technologies

Aqura was established as Ocean to Outback Electrical in 2003 and after a sustained period of hard work, change and tremendous growth, evolved to OTOC in 2008, and Aqura Technologies in 2018.

As one of Veris' key business lines, Aqura provides specialist information technology, communications, managed services and remote operations to clients across Australia and New Zealand.

As an industry leader in the provision of innovative technology solutions, Aqura have proven their ability to deliver value-added solutions in challenging locations – bringing a fresh perspective and positive change to the sectors in which they work.





Our purpose

*To work collaboratively to assist cities, regions,
communities and organisations create a better future.*

A decorative graphic on the right side of the page, consisting of a thick, light gray curved line that starts from the top and curves downwards towards the bottom right. To the right of this line, there are several rows of smaller, light gray circles, creating a pattern that resembles a stylized 'C' or a partial circle.

We value

INTEGRITY AND AUTHENTICITY

We act ethically and demonstrate fairness, openness and transparency

INCLUSIVENESS AND RESPECT

We value differences and treat others with dignity and courtesy

PRIDE AND OPTIMISM

We celebrate achievements and are confident about our shared future

QUALITY AND RESPONSIBILITY

We are client focussed and care deeply about the quality of our work

COLLABORATION AND INNOVATION

We bring people together to spark ideas and solve problems

LEADERSHIP

We commit to leadership that drives a culture of collaboration and performance

COMMERCIAL SUCCESS

We are committed to the commercial success of our business and of our clients



Our partnerships and current activities

While only in the initial stages of our reconciliation journey, different divisions within Veris have a long history of working with Aboriginal and Torres Strait Islander peoples and communities on a philanthropic and project basis.

Our survey business has worked extensively in remote areas of Western Australia, the Northern Territory and Queensland. Elton Consulting has worked continuously with Aboriginal and Torres Strait Islander organisations over its 30 year history, with many ongoing projects including consultation with Aboriginal and Torres Strait Islander peoples. At a corporate level Veris also provides support to positive initiatives such as the Laverton Cycling Project.

Authentic and culturally appropriate practices have long been part of our approach and highlight our willingness to respectfully contribute to reconciliation in a meaningful way. As an organisation we

have always endeavoured to build a culture of understanding, appreciation and respect. However, we also acknowledge that our work in this space has often been siloed and the broader organisation has had limited exposure to Aboriginal and Torres Strait Islander cultures and the complexities of reconciliation in contemporary Australia.

The coming 18 months will enable us to reflect on our business practices and behaviours, successes and mistakes. It will provide us the opportunity to understand where we can continuously improve and build on our work to date. Through these activities we hope to play a role in supporting sustainable change.

Project examples

Land use advice

CLIENT

Northern Territory Department of Chief Minister

PROJECT

East Arnhem Land Cyclone Response

CLIENT

Northern Territory Government
Department of Local Government

PROJECT

Gunyangara Land Use Plan

CLIENT

Voyages Indigenous Tourism and
Northern Territory Department of
Chief Minister

PROJECT

Yulara Master Plan

CLIENT

NSW Aboriginal Land Council

PROJECT

Planning due diligence and planning
capability assessment

CLIENT

NSW Aboriginal Land Council

PROJECT

Strategic advice

Organisational development

CLIENT

Mutitjulu Community Aboriginal
Corporation

PROJECT

Strategic planning

CLIENT

Munupi Aboriginal Corporation

PROJECT

Strategic planning

CLIENT

Office of Township Leasing

PROJECT

Corporate Plan

CLIENT

Aboriginal Health and Medical
Research Council

PROJECT

Remediation Plan

Social research

CLIENT

Aboriginal Housing Office

PROJECT

Aboriginal Community
Housing Market Analysis



Laverton Cycling Project

The Laverton Cycling Project is a key initiative of Veris Racing the Cycling Development Foundation. It has evolved from the charity ride 'Ride for Hope2Day' and started out as a two week exercise and mentoring program for local Aboriginal and Torres Strait Islander young people in the greater Laverton area. Our most recent project, delivered in July 2018, was met with enthusiasm and real success.

Hosted alongside the Laverton school and with support from the Laverton Leonora Cross Cultural Association, the program mentors young people through the rebuilding of second hand bicycles. This process requires the use of fine motor skills, rapport building, complex problem solving and more.

The program also educates participants on how cycling can be used as a form of transport, exercise, health improvement, freedom/autonomy, and sport. It is our aim to increase levels of exercise, improve the skills of local young people and to increase participation in local programs.

In an effort to increase school attendance Laverton trialed participation approval based

on individual attendance. The eagerness of young people to join in resulted in 33% increase, with dramatic improvements for several high risk students. In one instance a student attended school 15 days in a row, despite previously not having attended school more than two consecutive days in the current school year.

Another young person reported that their participation in the project vastly improved his fine motor skills and ability to solve complex mechanical problems, which has provided further training and employment opportunities.

The Laverton Cycling Project has been a great success and an initiative that Veris will continue to support. At corporate level it has also instilled a deep understanding of what is required to support culturally appropriate, locally-led development projects. We will continue to build off our learnings from this project and others within the business – ensuring our journey towards reconciliation is practical, meaningful and contributes to the national movement towards reconciliation.





Relationships

ACTION 1.1

Launch RAP

DELIVERABLES

- 1.1.1** Launch the RAP at our major offices.
Timing: July 2019
Responsibility: Sustainability Coordinator, Veris/Elton Consulting (EC) Marketing
- 1.1.2** Invite representatives of local Aboriginal and Torres Strait Islander Communities to RAP launches.
Timing: July 2019
Responsibility: Sustainability Coordinator

ACTION 1.2

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

DELIVERABLES

- 1.2.1** Identify key Aboriginal and Torres Strait Islander community partners, organisations, businesses and peak bodies relevant to our business at a state and national level.
Timing: December 2019
Responsibility: Sustainability Coordinator
- 1.2.2** Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.
Timing: December 2019
Responsibility: Sustainability Coordinator

ACTION 1.3

Build relationships through celebrating National Reconciliation Week (NRW)

DELIVERABLES

- 1.3.1** Circulate Reconciliation Australia's NRW resources and reconciliation materials internally and through In The Know and Urban Affairs.
Timing: May 2020
Responsibility: Sustainability Coordinator
- 1.3.2** Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.
Timing: May 2020
Responsibility: Managing Director, EC Chief Executive
- 1.3.3** RAP Working Group to participate in an external event to recognise and celebrate NRW.
Timing: May 2020
Responsibility: Sustainability Coordinator

ACTION 1.4

Promote positive race relations through anti-discrimination strategies

DELIVERABLES

- 1.4.1** Research best practice and policies in areas of race relations and anti-discrimination.
Timing: March 2020
Responsibility: Sustainability Coordinator
- 1.4.2** Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.
Timing: March 2020
Responsibility: Executive Manager People and Culture, EC HR Business Partner



ACTION 1.5

Promote reconciliation through our sphere of influence

DELIVERABLES

- 1.5.1** Identify peer companies and networks also taking a proactive approach to reconciliation to connect with, share learnings and ideas.
Timing: December 2019
Responsibility: Sustainability Coordinator, RAP Working Group
- 1.5.2** Identify external stakeholders that our organisation can engage with on our reconciliation journey.
Timing: December 2019
Responsibility: Sustainability Coordinator, RAP Working Group
- 1.5.3** Implement a Veris wide plan to raise awareness about our RAP commitments.
Timing: June 2020
Responsibility: Sustainability Coordinator, Executive Director
- 1.5.4** Provide our RAP and information on reconciliation on our intranet and website.
Timing: July 2019
Responsibility: Veris and EC Marketing
- 1.5.5** Have staff working on Aboriginal and Torres Strait Islander projects contribute to conversations and promote an awareness of issues affecting Aboriginal and Torres Strait Islander peoples.
Timing: December 2019, December 2020
Responsibility: Sustainability Coordinator

ACTION 2.1

Create a vision for reconciliation

DELIVERABLES

- 2.1.1** Undergo a process to create and communicate a vision of reconciliation that is representative of the whole organisation's commitment to reconciliation.
Timing: December 2020
Responsibility: Sustainability Coordinator, Executive Director

ACTION 2.2

Create opportunities for Aboriginal and Torres Strait Islander cultural learning and development

DELIVERABLES

- 2.2.1** Conduct a review of cultural awareness training needs within our organisation.
Timing: March 2020
Responsibility: Learning and Development (L&D) Manager
- 2.2.2** Investigate local and national options for cultural awareness training.
Timing: March 2020
Responsibility: L&D Manager
- 2.2.3** Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.
Timing: June 2020
Responsibility: Sustainability Coordinator
- 2.2.4** Provide awareness to staff about external information sources, such as Reconciliation Australia's online tool Share Our Pride.
Timing: June 2020
Responsibility: L&D Manager

ACTION 2.3

Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols, history and heritage

DELIVERABLES

- 2.3.1** Map the Traditional Owners, representative organisations and statutory bodies in each of our main office locations.
Timing: December 2019
Responsibility: Sustainability Coordinator, EC Comms.
- 2.3.2** Develop staff resources and communications on Traditional Owners, local culture, history and heritage in each of our main office locations.
Timing: March 2020
Responsibility: Sustainability Coordinator
- 2.3.3** Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols).
Timing: March 2020
Responsibility: Sustainability Coordinator, EC Comms.
- 2.3.4** Develop briefings for staff on the cultural protocols for Acknowledgement of Country and Welcome to Country and its importance to Veris.
Timing: March 2020
Responsibility: Sustainability Coordinator, RAP Working Group

ACTION 2.4

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

DELIVERABLES

- 2.4.1** Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.
Timing: July 2019, July 2020
Responsibility: Sustainability Coordinator, Executive Director
- 2.4.2** Introduce our staff to NAIDOC Week by promoting external events in our local area.
Timing: July 2019, July 2020
Responsibility: Sustainability Coordinator
- 2.4.3** RAP Working Group to participate in an external NAIDOC Week event.
Timing: July 2019, July 2020
Responsibility: Sustainability Coordinator



Opportunities

ACTION 3.1

Improve Aboriginal and Torres Strait Islander employment

DELIVERABLES

- 3.1.1** Become a Career Trackers registered employer.
Timing: December 2019
Responsibility: Sustainability Coordinator
- 3.1.2** Work with Career Trackers to understand which areas of our business are most suitable to explore opportunities for Aboriginal and Torres Strait Islander training and employment.
Timing: June 2020
Responsibility: Sustainability Coordinator
- 3.1.3** Develop a business case for Aboriginal and Torres Strait Islander employment.
Timing: June 2020
Responsibility: Sustainability Coordinator, Executive Manager People and Culture

ACTION 3.2

Improve Aboriginal and Torres Strait Islander supplier diversity

DELIVERABLES

- 3.2.1** Review our procurement processes to identify opportunities to be inclusive of Aboriginal and Torres Strait Islander businesses.
Timing: March 2020
Responsibility: Sustainability Coordinator

- 3.2.2** Develop a database of Aboriginal and Torres Strait Islander businesses relevant to Veris (using Supply Nation).

Timing: June 2020

Responsibility: Sustainability Coordinator

- 3.2.3** Develop approach to procurement from Aboriginal and Torres Strait Islander owned businesses.

Timing: September 2020

Responsibility: Sustainability Coordinator

ACTION 3.3

Consider opportunities to sponsor Aboriginal and/or Torres Strait Islander events or initiatives relevant to Veris

DELIVERABLES

- 3.3.1** Provide ongoing support for the Laverton Cycling Project.
Timing: December 2020
Responsibility: Board of Directors, Managing Director
- 3.3.2** Explore opportunities to support the Cycle Development Foundation to establish Laverton Cycling Project in other communities.
Timing: September 2020
Responsibility: Sustainability Coordinator
- 3.3.3** Explore areas of the business that can contribute to the broader vision of reconciliation and systematic social change.
Timing: March 2020, December 2020
Responsibility: Sustainability Coordinator



Governance

ACTION 4.1

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

DELIVERABLES

4.1.1 Identify and invite Working Group members, ensuring a diverse representation of external Aboriginal and Torres Strait Islander peoples and staff from urban and regional locations and different organisational levels.

Timing: September 2019

Responsibility: Executive Director

4.1.2 Establish Terms of Reference for the RAP Working Group.

Timing: July 2019

Responsibility: Sustainability Coordinator

4.1.3 Actively monitor implementation of actions, track progress and provide quarterly Board reports.

Timing: December 2020

Responsibility: Sustainability Coordinator

ACTION 4.2

Provide appropriate support for effective implementation of RAP commitments

DELIVERABLES

4.2.1 Engage senior leaders in the delivery of RAP commitments.

Timing: July 2019, September 2020

Responsibility: Managing Director, EC Chief Executive

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

Timing: July 2019

Responsibility: Sustainability Coordinator, RAP Working Group

4.2.3 Define resource needs for RAP implementation.

Timing: July 2019

Responsibility: Executive Director

ACTION 4.3

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

DELIVERABLES

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

Timing: September 2019, September 2020

Responsibility: Sustainability Coordinator

ACTION 4.4

Continue our reconciliation journey by developing our next RAP

DELIVERABLES

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

Timing: September 2020

Responsibility: Sustainability Coordinator

ABOUT THE ARTWORK

Each circle reflects the purpose and services of each individual company with the overall concept and illustration unifying the companies in an Aboriginal/Indigenous interpretation. Veris includes symbols of people, land and hills.

Veris is the hub or 'meeting place' overall.

Aqura Technologies are the keepers and translators of the information Veris passes on, they turn the 'scientific' information into information you and I can interpret visually. I used stars and dots to represent the journey and to reflect their advanced universal approach towards IT.

Elton Consulting in Aboriginal terms are the 'story tellers' when in consultation with people and the community. I used people and meeting place symbols to reflect this.

Overall the illustration will present as one unified family connecting each of the circles using Aboriginal/Indigenous symbols.

ABOUT THE ARTIST

Danielle Leedie Gray is an artist and illustrator, and a descendant of the Bidjara and Wakka Wakka people of the south west and east Queensland, Australia.

She creates bold, contemporary pieces that make people feel joy and connection, and her artworks are a unique expression.

Danielle's work is guided by a deep sense of empathy towards her cultural heritage and family history, and invites unity and healing through the unique combination of culture and contemporary vision.



- » People
- » Hills
- » Land
- » Explorers
- » Gatherers
- » Meeting Place
- » Journey



- » People
- » Meeting Place
- » Communicators
- » Story tellers
- » Peacemakers
- » Journey



- » Stars
- » Translators/Interpreters
- » Visionaries
- » Keepers
- » Journey

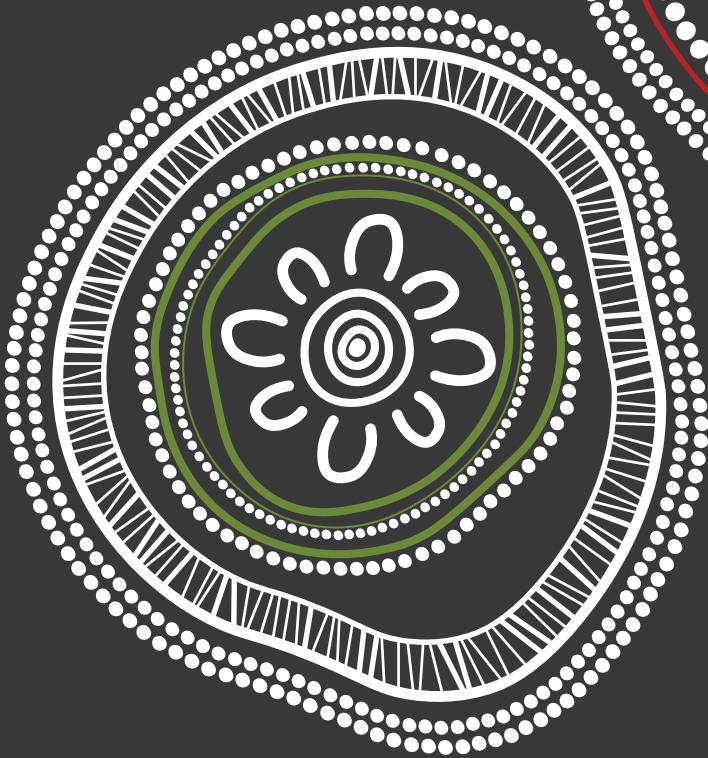
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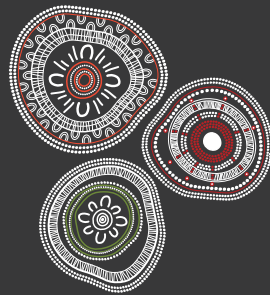
Hannah Bubb

Sustainability Coordinator

02 9387 2600

hannah.bubb@elton.com.au





RECONCILIATION
ACTION PLAN
REFLECT

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