



RECONCILIATION ACTION PLAN – REFLECT

NOVEMBER 2019 – NOVEMBER 2020



Acknowledgement



At Dimeo Cleaning Services, we recognise Aboriginal and Torres Strait Islander peoples as the First Peoples of this nation.

We recognise and acknowledge the ancient connection Aboriginal and Torres Strait Islander peoples have to the land and water across the Australian continent.

We pay respect to the past, present and emerging Traditional Custodians and Elders of this nation.

Acknowledgement

1. Managing Director's Message
2. About Dimeo Cleaning Services
3. Dimeo's Reconciliation Action Plan (RAP)
4. Dimeo's Partnership & Current Activities
5. Relationships
6. Respect
7. Opportunities
8. Governance
9. Key Contact

1. Managing Director's Message



Dimeo Cleaning Services is a proudly Australian-owned and run organisation, which aspires to be a meaningful contributor to the social fabric of the communities in which we operate. Key to this aspiration is our acknowledgment of Aboriginal and Torres Strait Islander peoples' cultures and contributions as central to successful advancement of Australian society as a whole.

As the Chief Executive Officer of Dimeo Cleaning Services, I am focused on delivering strong corporate Environment, Social and Governance performance, of which reconciliation is a crucial part. I am therefore delighted to present Dimeo's Reconciliation Action Plan which formally documents our contributions to the Australian national reconciliation movement.

Dimeo's Reconciliation Action Plan details the actions that will drive our organisation's involvement in reconciliation, both internally and with all our stakeholders. At Dimeo we know that working together with our team members, clients, suppliers and communities creates better outcomes on issues that matter to us all.

I look forward to leading Dimeo in developing respectful relationships and creating meaningful opportunities with Aboriginal and Torres Strait Islander peoples through our Reconciliation Action Plan.

Adam Bates



CEO

2. About Dimeo Cleaning Services



Established in 1981, Dimeo Cleaning Services is a market-leading, Australian-owned company that provides premium level professional cleaning services to clients across Australia.

Dimeo's head office is located in Sydney, with operations in metropolitan, regional and country locations all across Australia. Dimeo currently provides its professional cleaning services at over 1,000 sites, equating to over 5,000,000m² of floor space being cleaned every night.

Dimeo has the broadest technical expertise in the industry, servicing commercial offices, government, high security, forensic, industrial, branch, retail and education assets. Dimeo's clients include eminent organisations such as the Australian Government, Blue Chip organisations and Australia's leading property owners, managers and tenants.

Dimeo utilises a unique proprietary framework for delivering service excellence to the cleaning and facility services sector. Dimeo focuses on a superior service that is second to none, equipping and empowering our people and training them to succeed.

Dimeo employs around more than 2,500 people and is proud of the diversity of its workforce. Over 85% of Dimeo employees are of culturally and linguistically diverse backgrounds, and around 45% of employees are women.

Currently less than 1% of Dimeo's employees identify as being Aboriginal and / or Torres Strait Islander.

3. Dimeo's Reconciliation Action Plan (RAP)



Dimeo's support of reconciliation is about aspiring to be a meaningful contributor to the social fabric of the communities in which we operate. Our Reflect Reconciliation Action Plan is designed to ensure that we have the foundations in place to be wholly inclusive of Aboriginal and Torres Strait Islander peoples in this aspiration.

In undertaking our first Reconciliation Action Plan, Dimeo is committing to change across our organisation that supports relationships with, and respect for, Aboriginal and Torres Strait Islander peoples. We also recognise that Dimeo is uniquely placed to provide employment opportunities to Aboriginal and Torres Strait Islander peoples across metropolitan, regional and country locations, both directly and in collaboration with our clients and stakeholders.

We recognise that, in order to contribute to meaningful reconciliation, we need to invest time, resources and a willingness to enhance how we operate, in order to improve cultural awareness and inclusivity of Aboriginal and Torres Strait Islander peoples across our organisation.

In this Reconciliation Action Plan, Dimeo has developed a rolling 12-month plan that we believe is achievable, enabling us to build a strong foundation to expand our efforts now and with our Reconciliation Action Plans into the future.

4. Dimeo's Partnerships & Current Activities



Dimeo is proud of the diversity of its workforce. In recent years Dimeo has developed and implemented a specific employment program focused on improving opportunities for Aboriginal and Torres Strait Islander peoples.

In 2016, the Barangaroo Indigenous Engagement Program was developed by Dimeo in conjunction with our client, Lendlease, to encourage non-tertiary qualified Aboriginal and Torres Strait Islander people into the workforce. The aim of the program was for Aboriginal and Torres Strait Islander people to gain lasting employment with Dimeo, or to use the experience as a 'stepping stone' into other employment.



GLEND A HYDE
Aboriginal & Torres Strait
Islander Engagement.

Working in partnership with a dedicated Aboriginal Engagement Manager and community partners, Dimeo engaged 30 Aboriginal and Torres Strait Islander trainees in pre-employment training. Trainees were taught general work skills and job-specific cleaning skills in a supportive environment nurtured by the Aboriginal Engagement Manager.

In total 20 trainees progressed into employment with Dimeo as cleaners, working in professional teams within some of Australia's preeminent commercial office buildings. Of these, around a third of the participants either remained in employment with Dimeo or transitioned on to other employment opportunities.

Dimeo is very proud of the efforts and contributions of all the participants in the Barangaroo Indigenous Engagement Program. We look forward to the possibility of replicating the program as part of our Reconciliation Action Plan activities.

5. Relationships



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Build relationships with Aboriginal & Torres Strait Islander organisations	a) Identify Aboriginal & Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	Feb 2020	Director Procurement Manager
	b) Research best practice and principles that support partnerships with Aboriginal & Torres Strait Islander stakeholders and organisations.	Feb 2020	Director
2. Celebrate National Reconciliation Week (NRW)	a) Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2020	Director
	b) RAP Working Group members to participate in an external NRW event.	27 May - 3 Jun 2020	Director RAP Working Group
	c) Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 Jun 2020	Director
3. Promote reconciliation	a) Communicate our commitment to reconciliation to all staff.	Nov 2019	Director
	b) Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Feb 2020	Director
	c) Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Apr 2020	Director
4. Promote anti-discrimination.	a) Research best practice and policies in areas of race relations and anti-discrimination.	Oct 2020	Director
	b) Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Oct 2020	Director

6. Respect



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
5. Implement Aboriginal & Torres Strait Islander cultural awareness	a) Develop a business case for increasing understanding, value and recognition of Aboriginal & Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	Mar 2020	Director
	b) Conduct a review of cultural learning needs within our organisation.	Apr 2020	Director
6. Observe cultural protocols	a) Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	Feb 2020	Director RAP Working Group
	b) Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Jul 2020	Director
7. Celebrate NAIDOC Week	a) Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	First week in Jul 2020	Director
	b) Introduce our staff to NAIDOC Week by promoting external events in our local area.	First week in Jul 2020	Director RAP Working Group
	c) RAP Working Group to participate in an external NAIDOC Week event.	First week in Jul 2020	Director RAP Working Group

7. Opportunities



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
8. Increase Aboriginal & Torres Strait Islander recruitment	a) Develop a business case for Aboriginal & Torres Strait Islander employment within our organisation.	Dec 2019	Director
	b) Build understanding of current Aboriginal & Torres Strait Islander staffing to inform future employment and professional development opportunities.	Dec 2019	Director CFO
	c) Document the Barangaroo Indigenous Engagement Program case study with adequate information to enable potential replication of the program.	Dec 2019	Director
9. Increase Aboriginal & Torres Strait Islander supplier diversity	a) Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	Oct 2020	Procurement Manager
	b) Investigate Supply Nation membership.	Oct 2020	Procurement Manager

8. Governance



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	a) Form an RWG to govern RAP implementation.	Jan 2020	Director NSW Manager CFO
	b) Draft a Terms of Reference for the RWG.	Feb 2020	Director
	c) Establish Aboriginal & Torres Strait Islander representation on the RWG.	Oct 2020	Director
11. Provide appropriate support for effective implementation of RAP commitments.	a) Define resource needs for RAP implementation.	Dec 2019	Director
	b) Engage senior leaders in the delivery of RAP commitments.	Mar 2020	Director NSW Manager CFO
	c) Define appropriate systems and capability to track, measure and report on RAP commitments.	Dec 2019	Director CFO
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	a) Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 Sept 2020	Director
13. Continue Dimeo's reconciliation journey by developing our next RAP.	a) Register via Reconciliation Australia's website to begin developing our next RAP.	Sept 2020	Director

9. Key Contact



For public enquiries about Dimeo's RAP, please contact:

Name: James Webber

Position: Director

Phone: 02 9698 8400

Email: admin@dimeo.com.au

Web: www.dimeo.com.au



DIMEO

CLEANING EXCELLENCE

Dimeo Cleaning Services

167 Botany Road

Waterloo NSW 2017

+61 2 9698 8400

