



Reconciliation in action 2017



The NRMA Group acknowledges the Traditional Owners of the lands on which our businesses operate and we pay our respects to Aboriginal and Torres Strait Islander Elders past, present and future.



A message from our Group CEO

Our Reconciliation Action Plan (RAP) is a tangible road map to work with our Indigenous Australians to promote culture and to keep community moving.

We believe that communities thrive when we all keep moving. That's why our vision for reconciliation continues to be one where Aboriginal and Torres Strait Islander peoples have equal access to mobility and the opportunities that it brings.

Together with our employees, Members, suppliers and the wider community, we've taken our first steps to realising this vision. In December 2016 we launched our first RAP and we're on track to complete all actions by late 2018.

But we've got a long road ahead when it comes to developing respectful relationships and creating meaningful opportunities with our First Nations peoples. This commitment to national reconciliation is key to honouring our proud legacy of helping the community and will set the NRMA up for the next 100 years.

So as we share our journey so far, we continue to welcome feedback and advice via mynrma.com.au/rap.

Rohan Lund
Group CEO NRMA

Status update

Deliverables	Completed	Ongoing	In progress	Planned
49	8	25	14	2

All deliverables are on track.



The Learner Driver Mentor Program has expanded Paula's world. With her licence she can drive between the two jobs she holds, she's saved money and is looking forward to driving to visit family.

Highlights

Driver licensing

Since 2014, we have grown our Learner Driver Mentor Program, providing licensing support that helps Aboriginal and Torres Strait Islander peoples access mobility and the opportunities it brings. This program offers end-to-end assistance throughout the Graduated Licensing Scheme, including access to registered vehicles and volunteer driving supervisors. This program is delivering real change for the 18 graduates, who have all now gained their driver licence.

In September 2017, we partnered with Australian Red Cross to support 100 Aboriginal and Torres Strait Islander people to get their licence and open pathways to study and work.

Participants use Australian Red Cross volunteer learner driver mentors as well as professional NRMA Driver Trainers to accrue the hours, experience and knowledge needed to get their licence. For new driver, 39-year-old Kamilaroi woman Paula, the individual support and guidance gave her the confidence to sit her initial tests and take on the training.

"I didn't realise I could do something like that so it was a real mind-opener. It opened doors in my mind, my heart and to learn more things and not to be afraid to learn more things as well," Paula said.

Having a licence can also help people go to school, better meet the needs of their families and be an active part of their community. In Raymond Terrace, we're partnering with Rotary and Wairoonga Aboriginal Corporation to help 10 Indigenous participants obtain their licence.



12.5% of our car servicing apprentices and three corporate interns identify as Aboriginal and/or Torres Strait Islander.

Employment

The NRMA is on an exciting journey of change and growth, so attracting and retaining talent is essential. We need talent who truly understand and communicate well with our diverse customers and Members. That's why we're focused on increasing Aboriginal and Torres Strait Islander employment outcomes at the NRMA.

Together with Aboriginal Employment Strategy and CareerTrackers, we're proactively recruiting Indigenous talent. As a result 12.5% of our car servicing apprentices and three corporate interns identify as Aboriginal and/or Torres Strait Islander.

It's a win-win, as capable and passionate employees like these are key to our business navigating this new era of mobility. Plus, we're proud to create employment pathways for First Australians.

"CareerTrackers showcases Indigenous people in such a bright way, not just as professional business men and women but as community leaders as well. It's been a fantastic experience and has allowed me to make a meaningful contribution to the business." Brooke



Since launching our RAP, we've increased our procurement from Indigenous-owned businesses by 83% and added Position Promo and Shine People Solutions to our preferred supplier list.

Supplier diversity

According to research, Aboriginal and Torres Strait Islander-owned businesses are around 100 times more likely to employ First Australians than any other business. That's game changing when it comes to addressing the 24.2% gap in employment rates between Indigenous and non-Indigenous Australians.

This is relevant for all sectors, including ours, because the Australian Government is leveraging its annual multi-billion procurement spend to grow the Indigenous business sector. Indigenous Participation Plans, which include procurement targets, are fast becoming an important focus for businesses like Thrifty tendering for substantial Government contracts.

"Thrifty is proud to be the only car rental company with Supply Nation membership. It has allowed us to successfully gain new corporate contracts as an increasing number of businesses look to expand their Indigenous participation and community commitment." Maureen

In 2014, we became a member of Supply Nation, which helps us offer certified and capable Indigenous-owned businesses the opportunity to compete for supplier contracts. Since launching our RAP, we've increased our procurement from Indigenous-owned businesses by 83% and added Position Promo and Shine Recruitment to our preferred supplier list. It's a small start, but participating in forums like Supply Nation's Leadership Roundtable is one way we're learning more about supplier diversity in action.



We've helped 94 employees increase their understanding of Aboriginal and Torres Strait Islander culture and our shared history.

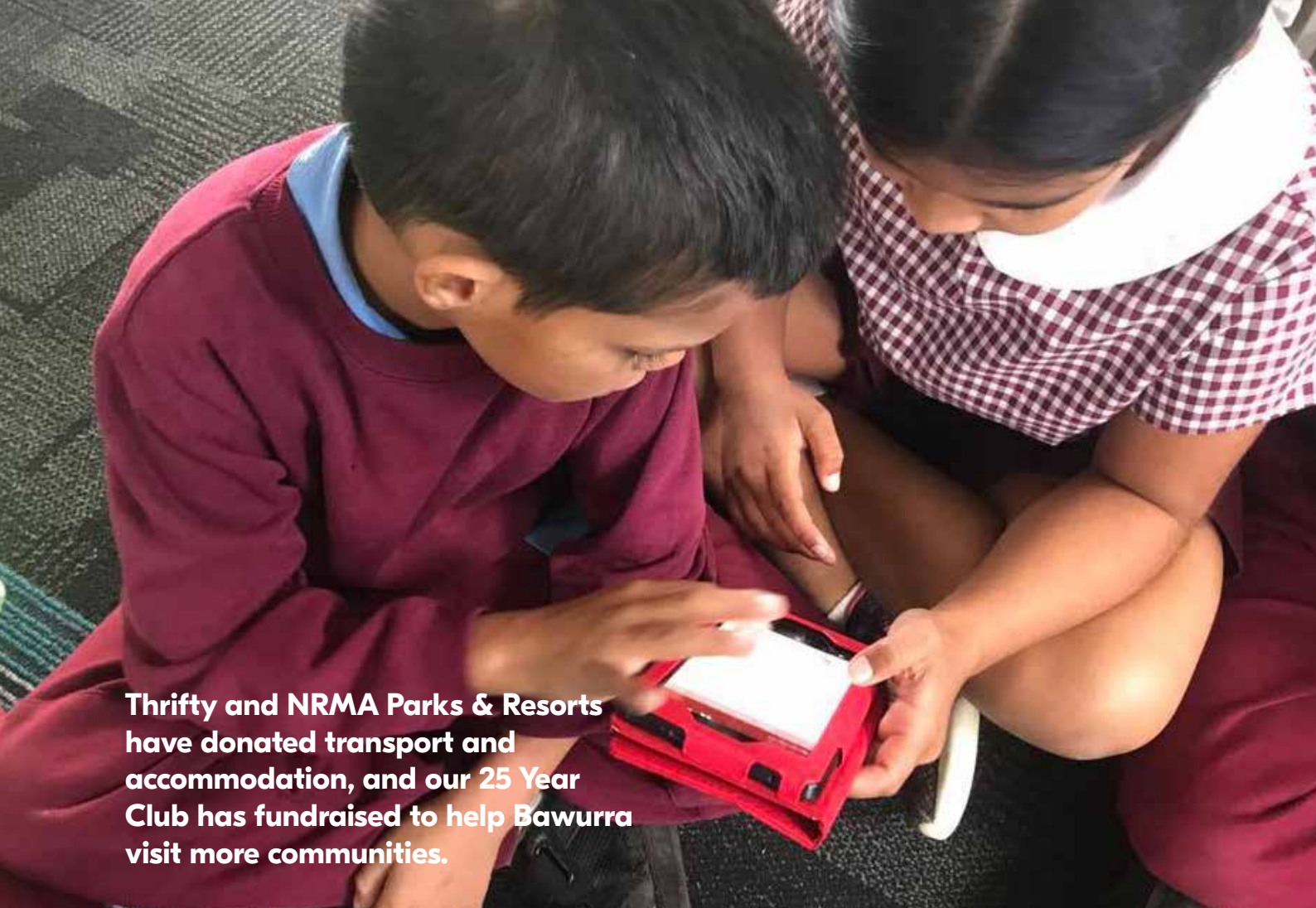
Cultural learning

The cultures of our First Nations peoples are something we can all be proud of, learn from and celebrate. Our RAP launch, which included a Welcome to Country and smoking ceremony in front of 140 attendees, was one of 31 events that have observed Aboriginal and Torres Strait Islander cultural protocols. Now, one of our CareerTrackers interns is working with Local Aboriginal Land Councils to help us recognise the Traditional Owners of the lands on which all of our businesses operate.

When our head office moved to Sydney Olympic Park in May 2017, we displayed a permanent Acknowledgement of Country at our reception. A few months later during NAIDOC Week, one of our activities was installing Riki Salam's Keep Country Moving; a bespoke artwork and lasting symbol of our RAP.

"I think [Keep Country Moving] is brilliant. It's very colourful and diverse in colour, which represents what the NRMA is all about – diversity and inclusion." Elliott

Thanks to face-to-face training by Arrilla and Corporate Culcha, we've helped 94 employees increase their understanding of Aboriginal and Torres Strait Islander culture and our shared history. Following these sessions more employees have engaged with our RAP and have been prepared to self-identify as an Aboriginal and/or Torres Strait Islander person within the business.



Thrifty and NRMA Parks & Resorts have donated transport and accommodation, and our 25 Year Club has fundraised to help Bawurra visit more communities.

Capacity building

We've taken our first steps to help key leaders respectfully engage with Indigenous colleagues, Members, suppliers and the wider community. However, an online learning module will mean all employees can access Indigenous cultural awareness resources from any location at any time. Our frontline employees in particular have asked for shift work-friendly, real-world resources. So we've engaged Workstar to share their expertise in experiential learning with Corporate Culcha and together enhance their culturally-rich eLearning offering.

Our people have also been transferring their skills to the Bawurra Foundation; a non-profit organisation using technology both to preserve and share Indigenous culture and to help close the literacy gap. Senior leaders from our Technology and Travel divisions are mentoring members of Bawurra's leadership team to help them scale their impact. What's more, Thrifty and NRMA Parks & Resorts have donated transport and accommodation, and our 25 Year Club has fundraised to help Bawurra visit more communities.

"Thank you again for all the help you've given us so far. We had an awesome trip up to Taree, connecting with community and donating devices to Taree Public School. The community responded warmly to our donations and are eager to contribute to the library." Jesse



Our RAP working group comprises 24 employees from every division, and is guided by two Aboriginal employees from the Kamilaroi and Darug nations.

Working together

Together we can build momentum. Together we can drive positive social change. We're committed to developing genuine, trusting relationships with Aboriginal and Torres Strait Islander peoples within our organisation and beyond.

Our RAP is championed by Executive General Manager Partnerships and Growth, Peter Colacino. Our RAP working group comprises 24 employees from every division, and is guided by two Aboriginal employees from the Kamilaroi and Darug nations.

In November 2017, we formalised our external Aboriginal and Torres Strait Islander advisory group. We are incredibly humbled that the following respected community leaders have agreed to provide us with cultural advice and guidance:

- Laura Berry CEO Supply Nation
- Paul Dodd CEO & Director Corporate Culcha
- Shannon Foster D'harawal Saltwater Knowledge Keeper
- Phil Lockyer Indigenous Engagement Manager IAG
- Ivan Simon President Aboriginal Children's Advancement Society
- Mark Spinks, Chairperson Babana Aboriginal

The first twelve months of RAP implementation would not be possible without our partners, advisors and the community. We understand our reconciliation journey still has a long way to go and we look forward to building stronger relationships with Traditional Owners, organisations and community members as we strive towards our shared vision.

Visit myrnma.com.au/rap for more information on our Reconciliation Action Plan.