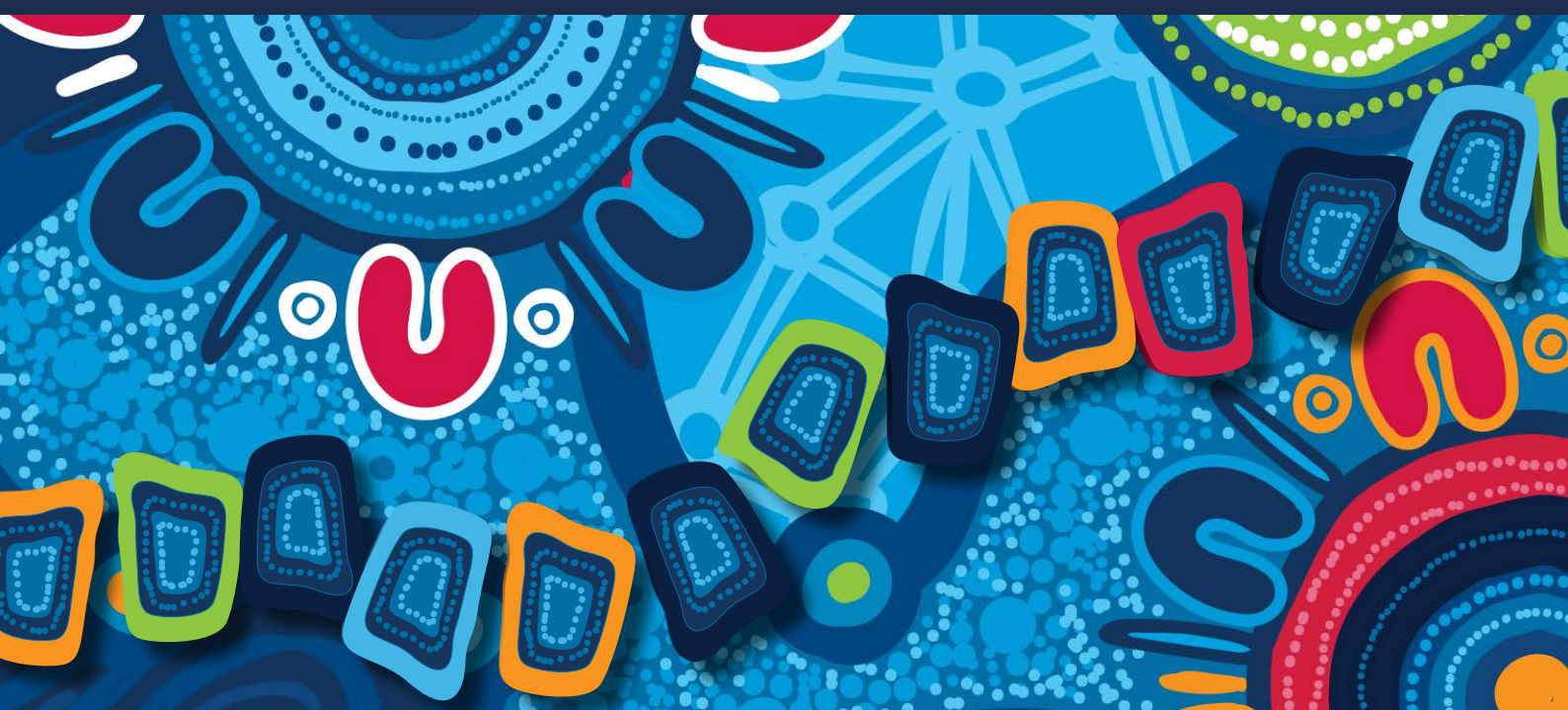




RECONCILIATION
ACTION PLAN

PreciseAir™

Fresh Thinking



Reflect
Reconciliation Action Plan

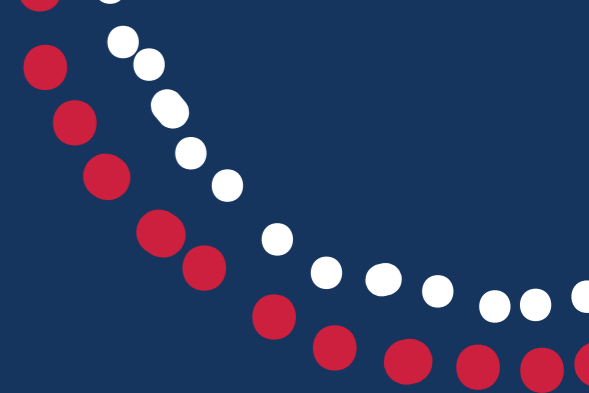
OCTOBER 2023 – OCTOBER 2024



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Statement from CEO of
 Reconciliation Australia
Inaugural Reflect RAP

Reconciliation Australia welcomes Precise Air Group Pty Ltd to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Precise Air Group Pty Ltd joins a network of more than 2,500 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program’s potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types “ Reflect, Innovate, Stretch and Elevate “ allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program’s strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Precise Air Group Pty Ltd to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia’s reconciliation journey.

Congratulations Precise Air Group Pty Ltd, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
 Chief Executive Officer
 Reconciliation Australia





A message from the Managing Director



As the Managing Director of Precise Air Group I am proud to be taking our company on this important journey of reconciliation through the development and implementation of our Reflect Reconciliation Action Plan (RAP). This is a significant step in our commitment to fostering meaningful relationships with Aboriginal and Torres Strait Islander peoples and promoting cultural understanding both within our organisation and in the wider communities in which we operate.

In doing so, we acknowledge that reconciliation is a continuous process that requires dedication, education, and collaborations. Developing this RAP will help us to proactively embrace our responsibilities and create positive impact on Aboriginal and Torres Strait Islander communities.

Building on the initiatives that we began back in 2016, our RAP will focus on actively seeking opportunities to engage with Aboriginal and Torres Strait Islander communities, organisations, and our Aboriginal employees. We will collaborate with local and national organisations and teams, like TAFE NSW's Aboriginal Education and Engagement Team and the Aboriginal Employment Strategy (AES) to create employment and training opportunities, and Supply Nation to support First Nations-owned businesses, and promote the cultural heritage of First Nations peoples through connections within the community.

Implementing our Reflect RAP will bring important changes for our company. This includes reassessing our policies and procedures to ensure they align with the principles of reconciliation. It will provide a framework for ongoing education and cultural awareness programs within our company. By fostering a culturally inclusive workplace, we aim to strengthen our organisation's diversity and enhance our ability to navigate and thrive in a multicultural society.

As we embark on this journey, we are excited about the positive transformations it will bring to our company, employees, stakeholders, and First Nations communities. We understand that the road to reconciliation is complex and challenging, but we are committed to progress, openness, and a future built on respect and collaboration.

I invite our employees, partners, and stakeholders to join us on this journey towards reconciliation.





Our business

Precise Air Group's core capabilities are HVAC, Fire, Building Performance Optimisation and HVAC hygiene.

Established in 2002, Precise Air has grown to become one of Australia's leading national providers of HVAC, fire, essential services, bundled MFE (mechanical, fire, electrical), IOT and energy efficiency solutions.

Our reason for being is to partner with our customers to deliver fresh, agile and innovative services that help our customers achieve their financial, operational and sustainability objectives.

Precise Air Group's 400 professionals provide design, installation, maintenance and optimisation solutions. They include qualified and experienced air-conditioning and refrigeration tradespersons, fire technicians, engineers, estimators, construction and project teams, account managers, NABERS accredited assessors, and corporate services. Based on Precise Air Group's Employee Survey 2023, two of these employees identify as Aboriginal people.

With a national footprint, we focus on local delivery. We operate from 11 branches and satellite sites across Australia. Together with our Head Office in Sydney, our branches are in Newcastle, Coffs Harbour, Brisbane, Gold Coast, Toowoomba, Melbourne, Canberra, Adelaide and Perth.

In 2018 the Group was acquired by Fujitsu General Limited but continues to operate as an autonomous, vendor neutral specialist service provider, backed by the financial and technical resources of a world leading technology company.

Now, in 2023 and with revenue of \$137m pa, we continue to actively pursue and embrace new technology and opportunities to develop solutions that meet the ongoing and future needs of our clients.





About the artist and artwork

I am an Aboriginal Graphic Designer and Artist - with cultural links to the Koa (Guwa), Kuku Yalanji, and Barada Barna people.

Both my parents were born in Cherbourg Qld, after their families were removed from their homelands under 'the act' in the 1900's. I was blessed to inherit my Dad's creative genes, and once I finished year 12, my artistic ability, and love of computers, led me to pursue a career in the Graphic Arts industry.

It has been such a wonderful profession and one I have thoroughly enjoyed for over 30 years. My work has been with News Media for most of those years, winning a PANPA Award, and the NAIDOC poster design competition in 2015. Recent works include Brisbane Broncos and Lions, plus Sharks and Collingwood Indigenous round jerseys, plus continued work with Institute of Urban Indigenous Health, and Deadly Choices in Brisbane, along with other health organisations, and companies in the corporate world.

I love creating designs and artwork for my people. Many of my family are artists, and I am lucky to have inherited the creative flair. My greatest reward is in the happy response I receive, when I have been able to translate someone's concept/story into a creation that can be printed onto any medium. It's a proud feeling to transform their story into a creative design. Promotional works have been part of my Graphic Design and Print industry over the years. My Aboriginal heritage and my generic creative abilities, coupled with years of experience in the graphic design industry - enables me to create something to suit the style of any client requiring creative guidance.

Both my parents and my grandparents, are my inspiration! Their kind and nurturing ways, and their kind hearts have been a foundation in my life. Family is very important to me, and my caring husband and our amazing daughter, complete my world!



by Elaine Chambers-Hegarty



Cultural Linking

Linking your business with culture.

Linking Aboriginal and Torres Strait Islander people to employment, and Linking people to awareness with a Fresh new introduction for employers and employees.

I have designed a contemporary art design - using old styles and new styles. The artwork is created with the Precise Air RAP core areas in mind- these being, Education, Procurement, and Community. Using the three main gather circle motifs they represent Education opportunities for Aboriginal and Torres Strait Islander people through the

company's training and employment initiatives. Procurement and the company's engagement with Aboriginal and Torres Strait Islander businesses and their growth and capability. Plus the Community motif to represent the engagements, sponsorships, understanding and respect, as well as opportunities to support.

I have also chosen to represent the four Company Values - Integrity, Safety, Customers, People.

Markings on the artwork represent the land on which you work, and the connection to country for the people, along with the connections to the Company Values and the Reflect Reconciliation Action Plan.

Precise Air Group's Reconciliation Action Plan (RAP)

At Precise Air Group, we are increasingly aware of our responsibilities and the impact of our decisions in creating opportunities for reconciliation within the communities in which we operate. We recognise that respect is the foundation of reconciliation, and thus requires an understanding and acceptance of shared histories, diversity of ideas and approaches, and cultures.

Since 2016 we have implemented a number of initiatives that support targeted Aboriginal and Torres Strait Islander employment, education and business. These include:

- targeted cadetships and apprenticeships
- continuing our partnership as Supporting Partners of Bond University's Indigenous Education Programme
- Supply Nation membership
- and engagement with TAFE NSW's Aboriginal Education and Engagement team.

By developing this Reconciliation Action Plan (RAP), as an integral component of our broader Environmental, Social and Governance (ESG) strategy, we will formalise and focus how we engage with, and support, Aboriginal and Torres Strait Islander peoples, communities and businesses to truly embed initiatives throughout the organisation.

Our approach

Our RAP Working Group, established in April 2023, includes members of the executive team and management, as well as an Aboriginal technician and apprentice. Our RAP Champion is Precise Air Group's Managing Director.

- Nadeem Tayar – Executive Sponsor and RAP Champion
- Richard Bagnato – Governance
- Ben Flapper – Procurement
- Marie Dularent – People and Culture
- Kelly Borskjaer – Communications
- James Leedie – Employee representative
- Damon Dropulic – Employee representative
- Michelle Feldman – Employee representative

The Working Group's purpose is to align our reconciliation vision with our corporate values (People, Integrity, Safety and Customers), engage and educate our employees, and build a practical action plan, with organisation-wide measurable and reportable KPIs.

We have identified a number of community organisations, customers and consultants who

will help to guide us on our journey. This includes our relationship with Bond University, through our membership with Supply Nation, our engagement with TAFE NSW's Aboriginal Education and Engagement team The BlackCard and Cultural Edge Designs. Over the next 12 months we will identify other state based organisations in an effort to improve local engagement throughout the country.





Our Aim

We've identified three core areas that we will focus on where we believe we can create meaningful change and deliver value:

Education

- Identify and expand on initiatives that will assist Aboriginal and Torres Strait Islander training and employment, both internally and externally through the development of targeted programmes.

Procurement

- Increase our engagement of Aboriginal and Torres Strait Islander businesses, either through our membership of Supply Nation and/or targeted engagement, and investigate ways in which we can assist their business to grow capability.

Community

- Improve understanding, respect, support and opportunities for Aboriginal and Torres Strait Islander communities through engagement and sponsorships, and our employees through social events, volunteering, training and onboarding processes.

We look forward to embedding a meaningful and successful Reconciliation Action Plan that brings meaningful change.



Our commitment to diversity, inclusion and respect is reflected in our Company Values:



INTEGRITY

We are honest, respectful, accountable and ethical in everything we do



SAFETY

We always put safety first, for ourselves, our customers and our community



CUSTOMERS

We partner with our customers to build enduring relationships that deliver success



PEOPLE

We nurture a culture where people can thrive based on trust, teamwork, initiative and respect



Our RAP benchmarks and goals:

Relationships:

- **Deepen relationships with existing partners**
Including Bond University, Supply Nation, AES and TAFE NSW
- **Identify new social or business partners**
This will expand to include engagement with other vocational training groups across Australia

Respect:

- **Build awareness**
Acknowledgment of Country statement on socials and email signatures

Increase employee awareness and respect through training and onboarding programmes

We will also introduce Welcome to Country and NAIDOC Week participation



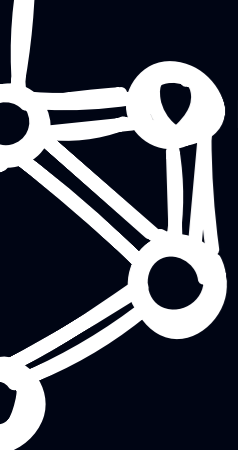
Opportunities:

- **Increase employment opportunities**
Precise Air Group currently has 3 Aboriginal employees, representing 0.75%. With discussions currently underway with educational and employment organisations, we anticipate an increase within the next 12 months.

We will review people and culture related policies and procedures, targets and systems to record and report on diversity and inclusion
- **Increase procurement opportunities**
Our spend on First Nations businesses via Supply Nation or self identification has increased and decreased over time, reflecting changing contract circumstances. We will deepen engagement with suppliers to proactively grow business opportunities. We will review and update procurement policies and procedures, targets and implement a system to proactively identify and track procurement opportunities and spend

Governance:

- We will establish a governance framework within our ESG structure that provide support to the RAP Working Group



Our partnerships/current activities

Supporting Partners - Bond University Indigenous Education Programme

Precise Air is proud to be a Supporting Partner of Bond University's Indigenous Education Programme, helping to provide valuable educational opportunities to a growing number of Aboriginal and Torres Strait Islander students.

We have supported this Programme since 2016.

Bond University is Australia's first private, non-profit university. They are strongly committed to helping bridge the gap between First Nations and non-Indigenous higher education enrolments and outcomes.

The Programme is supported by corporate sponsorships, fundraising initiatives, philanthropic endowments and the University's own contribution.

It encompasses a wide range of initiatives including full scholarships, support provided through the on-campus Nyombil Indigenous Support Centre, mentoring & career development programmes, school outreach programmes and cultural awareness activities.

Supply Nation Membership

Precise Air Group has been a member of Supply Nation since 2019.

During this time we have increased our number of First Nations suppliers, both Supply Nation registered and self-identified. However there is some way to go in deepening the relationships that we have with our suppliers to increase our First Nations spend.

Our management, procurement and operations teams are completing diversity and inclusion training provided by Supply Nation in the coming months.

First Nations employment opportunities

Precise Air Group currently employs one technician and one apprentice who identify as Aboriginal.

A few years ago we created a cadetship within our construction department, employing a young Aboriginal woman to work directly on a number of projects, via the Aboriginal Employment Service (AES).

We are working with TAFE NSW on a target to increase the number of Aboriginal and Torres Strait Islander employees from 1 technician and 1 apprentice, to 6 within the next 12 months through a TAFE NSW partnership. These will include HVAC apprentices, a construction cadet, a project management/administration trainee and a test and tag student.

Supporting the development of TAFE NSW's Cultural programmes

We are currently in discussions with TAFE NSW's Aboriginal Education and Engagement (AEE) team about partnering with them on the development of a cultural education programme which would be a pathway 'train the trainer' course for First Nations communities, run by First Nations trainers. TAFE see it as a way that they can give back to their First Nations communities, as well as providing employment opportunities within community, contributing to young people connecting with their culture and country, and endowing a sense of pride. Alternatively, if this is not possible, we are also investigating supporting their AEE conferences and education sessions.



Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	November 2023	Group Marketing and Communications Manager
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	November 2023	Group Marketing and Communications Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	May 2024	Group Marketing and Communications Manager
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	May 2024	Health, Safety, Environment and Quality with (HSEQ)
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	May 2024	GM – HSEQ
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	October 2023	Lead: Group Marketing and Communications Manager Support: HR Team
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	February 2024	Group Marketing and Communications Manager
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	February 2024	Group Marketing and Communications Manager
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	March 2024	GM – HR
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	March 2024	GM – HR

Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	January 2024	Lead: GM – HR Support: GM – HSEQ
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	January 2024	Lead: GM – HR Support: HR Team
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	January 2024	Lead: GM - HR Support: HR Team
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	January 2024	Lead: GM - HR Support: HR Team
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	June 2024	Lead: Group Marketing and Communications Manager Support: HR Team
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	First week in June, 2024	Lead: Group Marketing and Communications Manager Support: HR Team
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week in June, 2024	GM - HSEQ

Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	November 2023	Lead: GM – HR Support: GM - HSEQ
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	November 2023	Lead: GM – HR Support: HR Team
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	November 2023	Chief Financial Officer (CFO)
	<ul style="list-style-type: none"> Maintain Supply Nation membership. 	November 2023	CFO

Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Maintain a RWG to govern RAP implementation. 	October 2023	GM - HSEQ
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	October 2023	GM - HSEQ
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	October 2023	GM - HSEQ
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	October 2023	GM - HSEQ
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	October 2023	Managing Director
	<ul style="list-style-type: none"> Appoint a senior leader to champion our RAP internally. 	October 2023	Managing Director
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	February 2024	CFO

Governance

Action	Deliverable	Timeline	Responsibility
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence. 	June annually	GM - HSEQ
	<ul style="list-style-type: none"> Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey. 	1 August annually	GM - HSEQ
	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Survey to Reconciliation Australia 	30 September, annually	GM - HSEQ
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	July 2024	GM - HSEQ

Acknowledgement of the lands on which we work

Larrakai are the custodians of the land in this region of the NT

The Turrbal and Yuggera peoples of the Brisbane area ; the Yugambah people of the Gold Coast region ; and the Jagera, Giabal and Jarowair tribes who are the Traditional Owners of Toowoomba regions

Whadjuk People of the Nyoongar Nation are the Traditional Owners of the Perth region.

The Kuarna are the original people of Adelaide and the Adelaide Plains

Traditional Owners of Melbourne, are the Wurundjeri Woi-wurrung and Bunurong / Boon Wurrung peoples of the Kulin

The traditional owners of the lands on which our NSW offices are located include the Wann-gal (Sydney Olympic Park), the Awabakal and Worimi (Newcastle), the Gumbaynggirr (Coffs Harbour), and the the Ngunnawal (Canberra) peoples

Muwinina (mou wee nee nar) and Palawa (pronounced pal-a-wa) peoples, the traditional owners and custodians of the land where Hobart is situated

Our Locations

**Head Office in
Sydney Olympic Park**

Branches:

Brisbane
Melbourne
Adelaide
Perth.
Newcastle
Gold Coast
Toowoomba
Coffs Harbour

Satelite branches:

Canberra
Wollongong
Hobart
Darwin

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PreciseAirTM
Fresh Thinking

www.preciseair.com.au