



Reconciliation Action Plan

April 2022 – April 2024



Acknowledgement of Country

Viva Energy acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples. We particularly pay respects to the Traditional Custodians of the land, across the nation where we conduct business.

We also acknowledge our gratitude that we share this land today, our sorrow for the costs of that sharing and our hope and belief that we can move to a place of equity, justice and partnership together.

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Artwork Narrative

Lorraine Brigdale's love of art-making has always been deeply ingrained. A Yorta Yorta woman, she is a dedicated researcher who loves adding new techniques and methods to her extensive repertoire. The big challenge has often been not what to make but how to make it, and her new work in The 8th Koorie Art Show 2020 bears evidence of her exploration of many artistic pursuits, while remaining solid and focussed.

Brigdale's work *Yenbena Munalibik* won the Viva Energy Australia 3D Award at the 8th Koorie Art Show. The work consists of three vessels, warmly and individually treated with pigments, whose forms meander gently upwards through vertical space. Even though they were woven in coils with raffia, they reveal a love of hand-formed ceramics in both their construction method and surface treatments: handmade ochre paint, and handmade botanic ink.

Brigdale has been fortunate to work in creative industries that have incorporated her suite of skills. "I have always gone to life-drawing classes, wherever I've lived, and gone off in different creative directions." She has explored pottery, clay sculpture-making, painting, weaving, silversmithing, and other art forms. She has even learned to make her own ochre paints and inks. Brigdale says the use of the pigments and ochres in her work is about a connection with her Ancestors, family, heart and Country. The preparation of these materials is somewhat mystical and brings a sense of peace and what she describes as "deep listening". In that moment of timelessness, preparing ochres with materials collected from Country – she always asks the Ancestors' permission to do so – is a very special process for her. She says it is "Country's way of calling me home".

These strong feelings of connection with nature, and a sense that she was searching for something through her creativity, began to make sense to her

many years ago, during her mid-teens, when her grandmother died in the mid-1980s; an event that led to the family discovering that this much-loved woman was one of the Stolen Generation.

This led to research about the family history and the revelation that her nan was Yorta Yorta and had lived on the Cummeragunja Mission near Echuca. On leaving there, she was forced to sign a Certificate of Exemption that meant she would not be allowed to speak her family's language or have communications with other Aboriginal people. She moved to south Gippsland with her husband and never again admitted she was Aboriginal.

The discovery of these stories was in many ways a relief, but also provoked anxieties about being accepted as an Aboriginal person. "They are complicated feelings you don't understand unless you've experienced them," she says.

All of these new connections, led to a significant turn in Brigdale's art practice: she started learning about ochres just as she was learning about the family history. She makes her own ochre paints, and using Australian acacia gum and botanical inks. Eventually, this all led to bringing the various strands of her art-making together, using the beautiful ochre colours on objects she was making and in particular the coil-woven raffia vessels such as *Yenbena Munalibik*. *Yenbena* meaning a man or person and *Munalibik* meaning ochre from the ground (very much used in ceremony and cultural practices).

"I came to the idea that this work is about me and my art and connection to Country," she says. "My connection to Country, the Ancestors and current relations were all growing together at the same time that the artwork was growing."

Elements of Lorraine's art can be seen throughout this document.

Message from our CEO

On behalf of Viva Energy Australia, I am delighted to present our second Reconciliation Action Plan 2022 — 2024 which sets out our ongoing commitment to reconciliation

Throughout the pandemic, we have learned to be resilient to the challenges that life throws at us. We have engaged with each other, shared our stories, our successes and our problems, and this has helped us stay strong. Aboriginal and Torres Strait Islander peoples have kept their cultures and Lore alive for over 60,000 years through story telling. We have much to learn from each other, and together we are stronger.

It is with this in mind that we recognise the legacy and contributions of Aboriginal and Torres Strait Islander peoples to this country and the important contribution our business can make to reconciliation. Our ambition has always been to make our Reconciliation Action Plan more than words but rather a living and breathing plan that outlines our commitment to reconciliation and strives to embed Respect, Relationships and Opportunities for Aboriginal and Torres Strait Islander peoples in our organisation and the way we do business.

Our plan celebrates Aboriginal and Torres Strait Islander cultures, promotes reconciliation, builds respect, and raises cultural awareness and by working respectfully with Aboriginal and Torres Strait Islander peoples, we believe we can build a diverse and enriched business and contribute to a stronger and more vibrant Australia.

SCOTT WYATT
CEO



Message from Reconciliation Australia

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

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

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

This Innovate RAP is both an opportunity and an invitation for Viva Energy to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, Viva Energy will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of relationships, respect, and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

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. Viva Energy is part of a strong network of more than 1,100 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals Healthy Cities Viva Energy's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Viva Energy on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

KAREN MUNDINE
CEO





Our vision for reconciliation

Our vision for reconciliation is a nation where Aboriginal and Torres Strait Islander peoples have equal and equitable opportunities to reach their destination. We envisage a business and society that is enriched by their cultural diversity.

The key vision for this RAP is that Viva Energy's employees, stakeholders, sphere of influence and most importantly, the First Nations* communities whose land upon which we work, will know we are allies of Aboriginal and Torres Strait Islander peoples.

Our vision for reconciliation is strongly aligned with our company vision, which is to help people reach their destination.

* The terms 'First Australians' or 'First Nations' in this document is used to respectfully and interchangeably refer to Australian Aboriginal and Torres Strait Islander peoples

Our business

Viva Energy is one of Australia's leading energy companies and supplies approximately a quarter of the Australia's fuel requirements. We are the exclusive Australian licensee of one of the world's most recognisable brands, selling high quality Shell fuels and lubricants to motorists across the country. For industry, we provide the fuels, lubricants and support that our customers in the transport, mining, aviation, marine, manufacturing, defence and construction sectors need to keep their businesses moving. We invest in our infrastructure and continue to develop our national network of around 1,330 Shell and Liberty branded service stations so that our products and services are never too far away.

Our Geelong Refinery supplies over 50 percent of Victoria's fuel, and it is the only major manufacturer of bitumen, solvents and avgas in Australia. We also import products through Vitol, the world's largest independent energy trader, and deliver them safely and reliably through our network of over 24 terminals nationwide.

Viva Energy operates bulk fuels, aviation, bitumen, marine, chemicals and lubricants businesses supported by a nationwide fuel supply chain with an extensive import, storage and distribution infrastructure network, including a presence at 52 airports and airfields, including all major airports.

Viva Energy believes that this decade promises to be a period of transformation for our industry and our business. New energies, mobility, technology, convenience and the broader expectations of customers and stakeholders, in areas like sustainability, are likely to materially shape our future. With this in mind, we aim to establish new energy projects that will transform the Geelong

Refinery into a modern Energy Hub, and we are committed to operating a sustainable business. Visit www.vivaenergy.com.au

Our business employs 1,447 people, with a significant presence in Victoria where our refinery and head office are located, supported by four other offices located in Sydney, Adelaide, Brisbane and Perth and a meaningful representation across regional locations, where we have operating facilities which service our customers nationwide. Our four other major terminals are located at Newport in Victoria, Clyde and Gore Bay in New South Wales and Pinkenba in Queensland.

We have nine self-identified First Nations employees and an annual intake of First Nations interns through the Career Trackers Program. We have links into a number of TAFE schools to ensure our trainees and apprentices receive the correct education and obtain their qualification and we engage with our partners in their education programs.

With Viva Energy located in so many places and dealing with fuel supply, it is not surprising that our sphere of influence is broader than just our employees and clients. We interact with a number of government departments regarding fuel security and the reduction of carbon emissions.

This Reconciliation Action Plan, our second, aims to learn from our inaugural Reconciliation Action Plan, seeks to grow the number of First Nations employees either directly or through the contractors we do business with, increase our level of business expenditure with First Nations lead organisations and continue to strengthen our First Nations peoples' program to enhance reconciliation.



Our Operations in Australia

Network of **24 terminals**
and **50 airports**
and airfields across Australia



Manufactures Low Aromatic Fuel
for supply into NT, QLD & WA.



Viva Energy supplies around
25% of Australia's fuel needs



1,447
strong Australian workforce with
43% based in regional areas



1.2billion
litres of storage capacity

Supplier to a range of customers across
the marine, aviation transport, shipping
and industrial bitumen industries.

1,340+

retail sites (including Shell,
Coles Express, Liberty & Westside Petroleum)

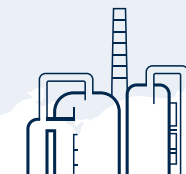


Community Program



Our 'Innovate' Reconciliation Action Plan will support our vision for reconciliation where Indigenous peoples **have equal and equitable opportunities to reach their destinations.**

Our Community Program, employee volunteering and Fundraising aims to make a positive impact in our communities



Proudly supporting fuel security
and jobs through local manufacturing
at the Geelong Refinery

Note: Data from multiple sources, including Viva Energy Annual Report 2021 / April 2022



Our RAP

As our first RAP concludes, our commitment has grown stronger to working with and helping Australia's First Nations peoples to reach their destinations. We are committed to an equitable Australia and when Viva Energy was formed in 2014, we quickly established that a priority for our business was to contribute to improved outcomes for First Nations peoples. We formalised this commitment and embedded it across our business through the development of an Indigenous Participation Plan (IPP).

The highlights of our IPP achievements:

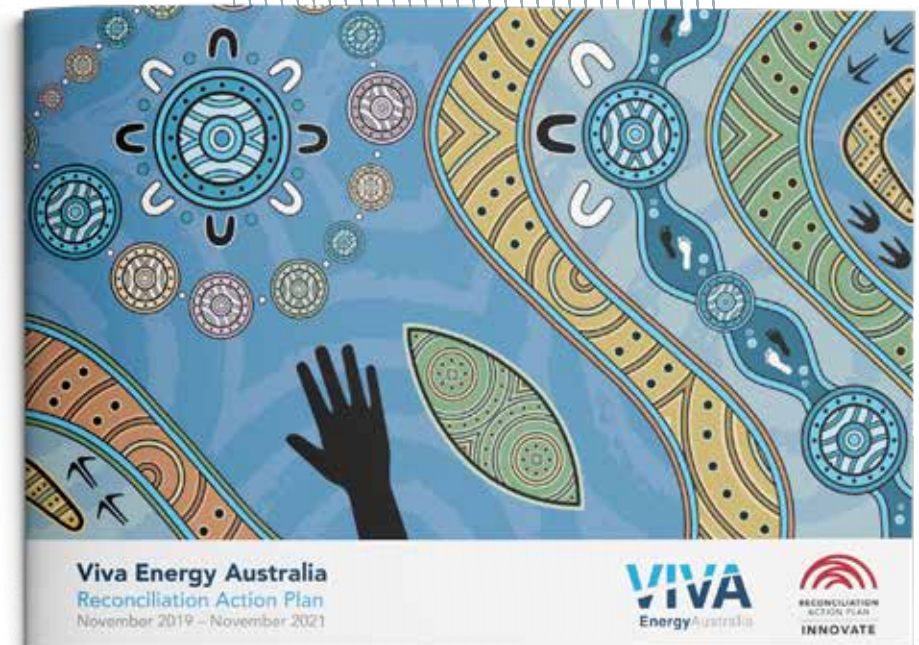
- In 2018 Viva Energy supplied more than 33 million litres of Low Aromatic Fuel (LAF) in Northern Australia. This is the equivalent of fuelling more than one million vehicles (based on an average fill of 30 litres). Viva Energy also supported our retail partners including Coles Express and independent operators in some Southern areas of Australia – supplying them with over four million litres of LAF. The program has had a significant positive impact on communities affected by petrol sniffing with independent research showing a 96% reduction in petrol sniffing in areas where LAF or its equivalent has been rolled out;
- Commitment to spend up to \$3 million over three years to support First Nations community projects that address petrol sniffing or align to our community program themes. We commenced major First Nations Community Partnerships with the Cathy Freeman Foundation (CFF), National Aboriginal Sporting Chance Academy (NASCA), Council for Aboriginal Alcohol Program Services (CAAPS) and Koorie Heritage Trust (KHT);
- Awarded a three year, multi-million-dollar diesel road freight contract to Weipa Bulk Fuels, a joint venture of First Nations peoples owned and operated Northern Haulage Diesel Services (NHDS) and non-Indigenous Cambridge Gulf Limited;

- Partnered with CareerTrackers to host an annual intake of First Nations interns – providing thirteen internship placements from 2016 to 2018;
- Over 556 employees participated in First Nations cultural awareness training and activities;
- Cultural protocols, such as Acknowledgment of Country, incorporated into our significant events and signage at our office locations to acknowledge the Traditional Owners;
- Hosted National Reconciliation Week and NAIDOC week activities in our major locations;
- Procurement policies and procedures reviewed to ensure they supported our overarching approach to 'buy Australian, buy Local and buy Indigenous wherever cost competitive'; and
- Became a member of Supply Nation in 2016.

In 2019, we translated our IPP commitments and learnings into Viva Energy's inaugural Innovate RAP. We understood the importance of reconciliation and we believed that supporting First Nations peoples was the right and fair thing to do – and that the implementation of a successful RAP was an essential step towards achieving our company's ambition to be Australia's most respected energy company.

Our inaugural Innovate RAP (2019 – 2021) which was built on the foundation of our Indigenous Participation Plan, achieved a number of key deliverables including:

- Through our major First Nations partners — Cathy Freeman Foundation (CFF), National Aboriginal Sporting Chance Academy (NASCA) and Council for Aboriginal Alcohol Program Services (CAAPS), we supported over 360 individual students and delivered classroom sessions to over 9450 students;
- Re-securing the Low Aromatic Fuel (LAF) supply contract for Northern Australia until at least 2023;



Our RAP

- Developed strategies for 'First Nations cultural awareness training' and 'First Nations Employment and Retention';
- Launch of eLearning module for Cultural Awareness Training;
- Increasing employee participation in First Nations cultural awareness training and activities to over 80% of our employees;
- Successful delivery of activities to celebrate NAIDOC and National Reconciliation Week each year, including pivoting to offering virtual activities in 2020 and 2021;
- Procured over \$6 million of goods and services from First Nations businesses;
- Continued to partner with CareerTrackers to host an annual intake of First Nations interns – providing ten internship placements from 2019 to 2021; and
- Commenced a new partnership with Racing Together for three and a half years, focussing on encouraging First Nations youth participation in motorsports and STEM education.

While Viva Energy has achieved a lot since its formation in 2014, we recognise that there is more to do and have a greater appreciation of how Viva Energy can more effectively contribute to reconciliation. We have learnt a great deal and recognised that there have been challenges throughout our reconciliation journey, including from the impact of COVID-19 and the restrictions to being able to meet face to face with Traditional Owners and Corporations. **We have therefore chosen to focus this RAP on:**

- Building longstanding relationships with Traditional Owners where our major sites are located to deliver sustainable benefits;
- Widening the diversity of First Nations businesses, we contract with and build stronger relationships with our existing First Nations businesses;
- Maintaining our focus on increasing First Nations employment and retention.

Viva Energy knows that it is through our people and their passion and commitment that we can achieve anything. Our RAP Working Group is made up of a diverse range of passionate and committed people consisting of 16 representatives, including two First Nations staff members (see below) supported by our Community Ambassadors.

Our RAP Champion and Chairperson, Vince Neville, is responsible for driving and championing engagement and awareness of the RAP.

Vince Neville General Manager of Distribution and RAP Working Group Chairperson

Vanda Strange Community Engagement Manager, Edwina Pribyl, Head of External Communications; Nick Jones, Recruitment Manager; Jessie Lyons, Organisational Development Manager; David Fox, Resources Business Manager; Robert Martinelli, Head of Procurement; Mark Tabone, Senior Fuels PQ Excellence Lead; Damien Neal, Safety Manager, GLG Safety; Jane Conway, Executive Assistant — CEO; Grace Jennings, Marketing Coordinator, Aviation; Michelle Culbong, Site Operator; Paul Lewis, Projects Department Manager, GLG Projects; Nick Adams, Aviation Business Manager, Aviation; Jo Stewart, Consumer Retail Property; Nunzio Giunta, Liberty Oils

Viva Energy will continue to advocate for understanding and change so all Australians can reach their destination.



Relationships

Viva Energy knows it relies heavily on community support to retain its license to operate. Its place in community is not just one of employment and economic benefits it generates for the local communities in which it operates but rather needs to demonstrate it is a good corporate citizen, committed to safe operations, protection of the environment and its contribution to the prosperity of the region and wellbeing of the community.

It is therefore fundamentally important to build and cultivate respectful and meaningful relationships with First Nations peoples and organisations. Our company's core behaviours include: 'better together', 'deliver amazing results', and being 'customer obsessed'. Through our values, we recognise the power of collaborative partnerships, being respectful and inclusive and the importance of seeking out diverse perspectives, experiences and knowledge. It is only through genuine partnerships that together we can understand each other's needs and prepare ourselves for any future changes required due to climate change or other unforeseen impacts.

Action	Deliverable	Timeline	Responsibility
1. Develop and maintain mutually beneficial relationships with First Nations peoples, communities, and organisations to support positive outcomes	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	August 2022	Community Engagement Manager
	Continue to document agreements that guide how we work with our First Nations Community Partners. These agreements will continue to be developed in partnership with, and be co-signed by, our First Nations Community Partners.	Review December 2022 & December 2023	Community Engagement Manager
	Continue to meet with First Nations organisations to explore opportunities to work together for mutual benefit. As potential partnership opportunities arise, we will develop guiding principles for future engagement with that First Nations organisation.	Review August 2022 & August 2023	Community Engagement Manager
	Continue to build relationships with the Traditional Owner Organisations at our major sites and facilities. <ul style="list-style-type: none"> Initial two locations Third and fourth location Fifth and sixth location 	December 2022, June 2023, December 2023	Community Engagement Manager
	Discuss the current RAP and its progress with existing First Nations partners and ask for their ideas and input on future actions and areas of focus.	April 2023	Community Engagement Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022, 2023	Community Engagement Manager
	RAP Working Group members to participate in an external NRW event, including virtual.	27 May – 3 June, 2022 & 2023	Community Engagement Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW, including virtual.	27 May – 3 June, 2022 & 2023	Community Engagement Manager
	Continue to hold NRW events in at least four of our locations each year. While face to face is preferred, virtual events may be scheduled.	27 May – 3 June, 2022 & 2023	Community Engagement Manager
	Assist the facilitation of an external NRW event by providing volunteers and other skills as required.	27 May – 3 June, 2022 & 2023	Community Engagement Manager
	Record and report on the number of staff participating in our NRW activities	June 2022 & 2023	Community Engagement Manager
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2022 & 2023	Community Engagement Manager

Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	Develop and implement a communications strategy that aligns with our overarching Community Strategy, to launch and communicate our RAP to our staff, customers and stakeholders.	June 2022	Community Engagement Manager
	Communicate our commitment to reconciliation publicly by promoting our RAP launch and publishing our progress and achievements on our website every six months.	July 2022, January, July 2023, January 2024	Community Engagement Manager
	Continue to promote reconciliation both internally and externally our RAP activities through traditional and social media, posting at least quarterly each year.	April, July, October 2022, January, April, July, October, 2023, January, April 2024	Community Engagement Manager
	Seek opportunities to promote reconciliation through ongoing active engagement with our stakeholders. At a minimum this will include: <ul style="list-style-type: none"> Reviewing RAP information in our Community Toolkit (the toolkit which guides our community discussions with our employees and stakeholders) Initiating discussions with our key customers who have RAPs, to explore opportunities to collaborate for greater impact Continuing to incorporating information about our RAP in our cultural awareness training, induction training, Town Halls, NRW events, NAIDOC events and other relevant gatherings Regular inclusion of RAP/reconciliation content across our suite of internal communications channels (including Workplace and internal screens) Updating our website to reflect our new RAP, key First Nations partnerships and key RAP commitments. 	August 2022, 2023 April 2023 January 2023, 2024 July, November 2022, March, July, November 2023, March 2024 April 2022, 2023, 2024	Community Engagement Manager
4. Promote positive race relations through anti-discrimination strategies.	Collaborate with RAP and other like-minded organisations to develop ways to advance reconciliation.	August 2022, 2023	Organisational Development Manager
	Continue to review our existing anti-discrimination policies and provisions to ensure they remain relevant and fit for purpose.	August 2022, 2023	Organisational Development Manager
	Continue to communicate anti-discrimination policies and provisions for our organisation.	July 2023	Organisational Development Manager
	Engage with First Nations staff and/or advisors on anti-discrimination procedures and provisions policy.	November 2022, 2023	Organisational Development Manager
	Engage senior leaders on the anti-discrimination policies, benefits of diversity and effects of racism.	June 2023	Organisational Development Manager
	Educate our senior leaders on the effects of racism.	June 2023	Organisational Development Manager



CASE STUDY: Cathy Freeman Foundation (CFF) Horizons camps

The Cathy Freeman Foundation (CFF) focuses on providing First Nations children and their families the opportunity to recognise the power of education to achieve their goals and dreams. The CFF achieves this through a number of educational programs they run to support the journey of a student's education from Pre-Prep through to Year 12. Viva Energy has been the primary sponsor of the Horizons programs since 2018; a personal development project which builds resilience and provides a toolset to achieve the participants goals. Horizons gives students from four remote opportunities a once in a lifetime opportunity for an intensive personal development experience in Brisbane, Canberra, Darwin, Melbourne and Sydney. In 2018 and 2019, Viva Energy's partnership supported over 150 young students to attend the Horizons camps.

With the arrival of COVID the Horizon camps could no longer be held so CFF and Viva Energy had to rethink the program. The camps became in community camps with Viva Energy staff providing video messages and presentations for the students as not only were First Nations communities locked down, interstate travel was ceased. In community camps support a very much reduced number of students – around 75 in total for 2020 & 2021 but what did happen was CFF, via virtual means, visited over 500 classrooms and engaged with over 7000 students and 4000 parents.

CFF Horizon Camps will recommence in 2022 with 5 Horizon Camps, one of which will be a National Camp, planned for the first half of the year.

CASE STUDY: Racing Together

In July 2021 Viva Energy entered into a partnership with Racing Together, a forward-thinking program to help First Nations youth become involved in motorsport. Over the course of the three-and-a-half-year partnership, more than 130 participants will receive two days of intensive training in advanced driving, motorsport, racing, wellbeing, self-esteem and STEM subjects.

Currently there are no high-profile First Nations figures in Australian motorsport, despite the fact the \$2.9 billion industry is estimated to generate round 30,000 jobs.

The Racing Together program will help First Nations youth seek careers as drivers, team members, mechanics, strategists, and engineers or to act as motorsport officials or administrators. The program, which operates with the support of Queensland's Department of Employment, Small Business and Training, will provide participants with expert instruction on how to drive, racing safety, driving attitudes and the racing environment on track. It will also involve classroom-based training on social responsibility, including the obligation to continue with normal education studies, road safety, careers in motorsport, personal health, safety and wellbeing and elementary vehicle mechanics. Study also covers diet and nutrition, physical preparedness, CPR and first aid

Each year, 10 participants will be selected to form a racing team and with the financial support from Viva Energy, the Racing Together program will seek to train, mentor, and support First Nations youth to seek careers or engagement in the supercar category.

The goal of the Racing Together program is to have 30 First Nations Australians working in the sector within five years and 1,000 within 15 years.

Viva Energy, is delighted it is able to support a program that promotes the future of motorsport while providing educational and employment opportunities for First Nations Australian youth. The partnership between Racing Together and Viva Energy ties in closely with our vision for reconciliation as a nation where First Nations people have equal and equitable opportunities to reach their destination. We hope that through our involvement in this program, Viva Energy will be able to drive more equitable opportunities and representation in motorsports.





Respect

Respect for each other and the communities in which we operate is a foundation value for Viva Energy. This respect extends to First Nations peoples, communities and cultures. We enthusiastically look to learn, share and celebrate First Nations peoples' cultures, knowledge and achievements, and recognise them as the oldest living cultures in the world. We will work hard to provide opportunities to build awareness and capability among our people about First Nations cultures, histories and challenges. We are proud of the strength and resilience of First Nations Australians and value the opportunity to continue to deepen our understanding of the oldest continuous living cultures in the world and want to celebrate the many positive achievements of First Nations peoples and communities.

In doing this we will equip our staff with the confidence to engage with First Nations stakeholders and clients, and foster a positive, productive work environment for all staff which will additionally support the retention of First Nations staff. It will foster a sense of pride and identity across our business so that there is no doubt that we are an ally of First Nations peoples.

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Continue and improve on our current First Nations cultural awareness training commitments by reviewing our existing First Nations cultural awareness training strategy.	Review July 2022, 2023	Recruitment Manager
	Consult local Traditional Owners and/or First Nations advisors on the key changes and updates made to our cultural learning strategy.	September 2022	Recruitment Manager
	Communicate and implement revised cultural learning strategy for our staff.	October 2022, 2023	Recruitment Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Continue to improve and communicate our protocols for Welcome to Country and Acknowledgement of Country particularly through our internal communications channels so to increase our staff's understanding of their purpose and significance.	Review March 2022, 2023	Community Engagement Manager
	Identifying contacts who are able to make arrangements for conducting Welcome to Country at our major facilities.	December 2022	General Manager of Distribution and Supply
	Consult with Traditional Owner Organisations about other applicable protocols that or organisation and staff can be observing at each of our locations.	December 2022	General Manager of Distribution and Supply
	Continue to invite a local Traditional Owner or Custodian to provide and explain the significance of Welcome to Country or other appropriate cultural protocol at significant events, including the launch of our RAP.	April 2022, November 2023	Community Engagement Manager
	Continue to conduct an Acknowledgement of Country at the commencement of important internal and external meetings.	Review May 2022, 2023	Community Engagement Manager
	Continue to encourage staff to include an Acknowledgement of Country at the commencement of all significant meetings.	Review May 2022, 2023	Community Engagement Manager
	Continue to display Acknowledgement of Country plaques in each of our major locations recognising the Traditional Owners of the land on which are facilities are located.	Review December 2022, 2023	Consumer Retail property
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	RAP Working Group to participate in an external NAIDOC Week event. This may be a virtual event if required.	First week in July, 2022, 2023	Community Engagement Manager

Action	Deliverable	Timeline	Responsibility
	Continue to hold a NAIDOC Week event each year in at least four of our major sites. These may be virtual events if required.	First week in July, 2022, 2023	Community Engagement Manager
	Contact our local NAIDOC week Committees to discover events in our community and promote these opportunities to our staff.	June 2022, 2023	Community Engagement Manager
	Promote the various NAIDOC week activities through a variety of media channels.	June 2022, 2023	Community Engagement Manager
	Actively promote participation in external NAIDOC events to all staff and encourage use of our flexible work practices and/or community engagement leave for this purpose.	June 2022, 2023	Community Engagement Manager
	Review our People and Culture policies and procedures to ensure no barriers exist to staff participating in NAIDOC Week activities and promote the availability of community engagement/cultural leave and flexible work practices to allow participation in NAIDOC Week.	May 2022, 2023	Organisational Development Manager
8. Visually demonstrate respect for First Nations peoples throughout our workplace sites	Continue to ensure that First Nations content and imagery is visible to our staff and stakeholders in all our major locations including: <ul style="list-style-type: none"> • First Nations Artwork • Meeting room names 	Review December 2022, 2023	Consumer Retail property
	Actively seek to include First Nations content and imagery on major projects which creates better understanding and engagement with local First Nations cultures, including such items as: <ul style="list-style-type: none"> • First Nations Artwork • Naming of buildings, vessels, or significant plant • Content to Toolbox sessions 	November 2023	Projects Department Manager, GLG Projects



CASE STUDY: Celebrating First Nations Peoples Cultures

With COVID impacting both 2020 and 2021 National Reconciliation Week and NAIDOC week celebrations traditional morning teas with First Nations speakers and Traditional Owners providing Welcome to Country, were not possible so alternatives needed to be found. We were proud to be able to deliver engaging and well received virtual programs to celebrate National Reconciliation Week and NAIDOC week. Participation in the activities was surprisingly high as the virtual nature made them more accessible to more employees.

During our first COVID affected National Reconciliation Week in 2020, we had over 440 attendees at five virtual events which aimed to deepen our understanding and to celebrate First Nations cultures. Activities included a Virtual Tour of the Koorie Heritage Trust's 'Affirmations' art exhibition guided by CEO Tom Mosby, including commentary from the artists and a viewing of the documentary 'In My Blood It Runs', followed by a Q & A session with the film makers. We also shared messages from our community partners from Cathy Freeman Foundation and National Aboriginal Sporting Chance Academy with their reflections on Reconciliation and the year's theme "In This Together".

Also, as part of our support of the Koorie Heritage Trust (KHT) oral histories recording program, KHT was able to continue to record and preserve the oral histories of Aboriginal Victoria for the benefit of future generations. Viva Energy set up iPads in the reception area at Docklands and Geelong Refinery, which showcases these Oral Histories. Plans are to distribute more iPads to Viva Energy offices.

The key highlight from NAIDOC week was a virtual discussion with Leanne Townsend and one of our employees on the theme of "Always has. Always will be", their experience with racism and how we can all play a role in trying to eliminate racism. Other activities included thought provoking First Nations film viewing with discussion and virtual cultural walks.

Feedback from the programs was extremely positive and highlighted the benefits of providing access to virtual events, and a desire from participants to have cultural experience opportunities throughout the year.

CASE STUDY: Cultural Leave

We believe in creating a workplace that respects the individual, where people can thrive and develop to their full potential in an environment that helps them to feel safe, confident and proud. An important part of this is developing work policies and practices that support diversity.

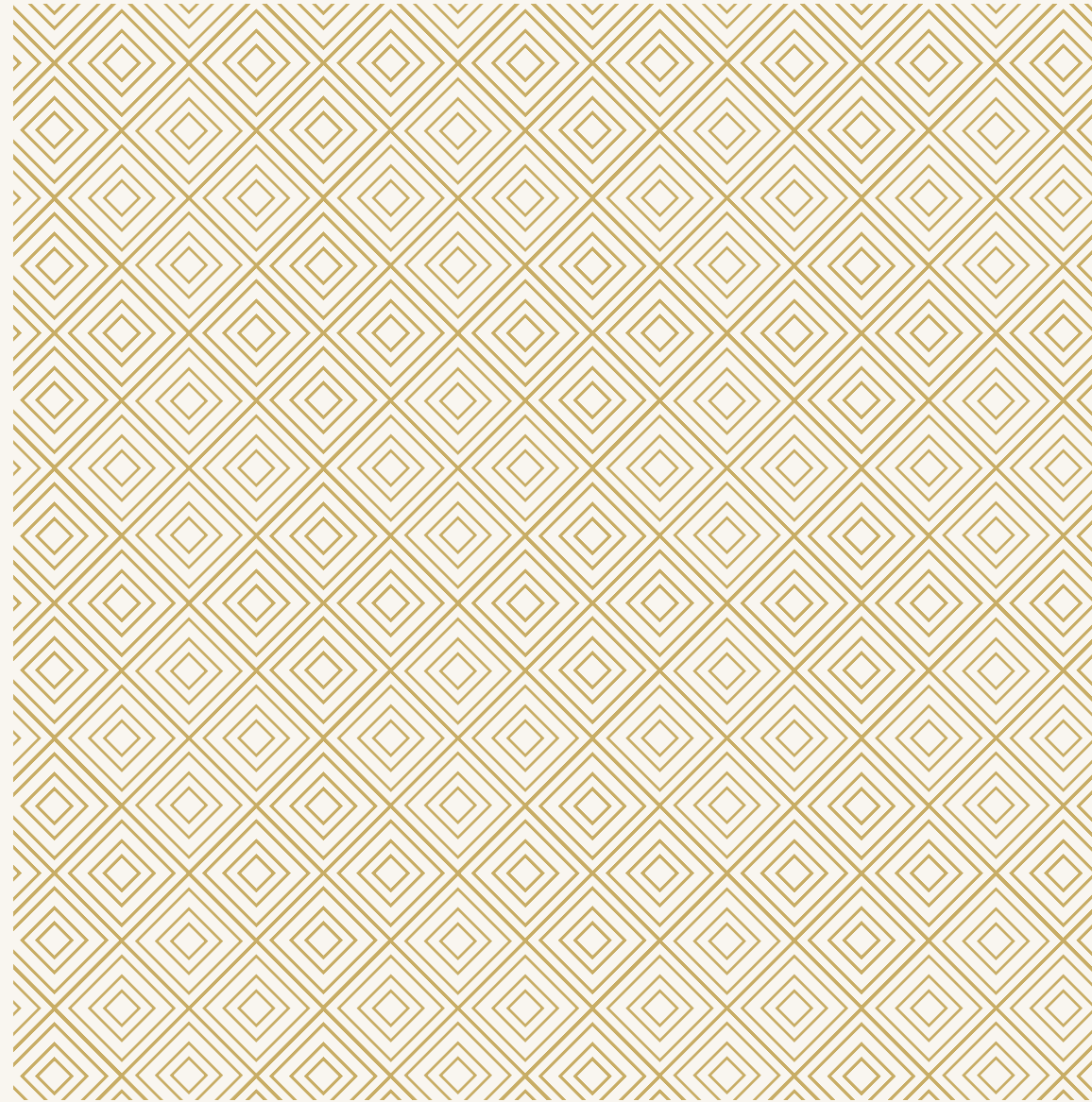
We would like to be known as a diversity-conscious employer that recognises and appreciates individual team members, regardless of age, education, gender, intellectual or physical ability, primary language, race and culture, religion, sexual orientation, physical appearance or socio-economic background.

We support our staff to realise their full potential, both professionally and personally, by offering a range of flexible working arrangements to meet individual circumstances. We trust our people and encourage them to choose the way they want to work, while also delivering the best business outcomes.

Diversity enhances team performance and contributes to our business success, which benefits our employees, customers and shareholders alike.

We are committed to continuous improvement, and to offering best practice policies that support our people and to this end Viva Energy proudly announced its Community Engagement Leave.

Staff are offered the opportunity to participate and/or volunteer in community programs and events through two (2) days per calendar year of paid Community Engagement Leave. Team members are encouraged to be actively involved in helping to deliver our Reconciliation Action Plan and to deepen their understanding of First Nations cultures. Team members can engage in activities and opportunities available as a result of our Reconciliation Action Plan, including participating in National Aboriginal and Islander Day Observance Committee (NAIDOC) week activities and events.





Opportunities

Viva Energy is committed to creating opportunities that help build the capacity of First Nations peoples and their communities. We value the unique expertise, knowledge and experience that First Nations peoples bring to an organisation and by building a diverse and inclusive workplace we will have a higher level of staff engagement, satisfaction, and retention.

We also know that First Nations businesses are more likely to employ First Nations people, which in turn assists in improved economic outcomes for more First Nations peoples. Viva Energy is committed to increasing the opportunities where we engage with and procure goods and services from First Nations businesses. We will also look to assist in developing opportunities within First Nations communities where our facilities are located.

By Viva Energy creating opportunities for First Nations peoples and organisations, it also provides additional people and business to those existing resources normally used. It provides more flexibility, local knowledge, and further expertise to our organisation.

Action	Deliverable	Timeline	Responsibility
9. Build skills, develop and provide job opportunities for First Nations peoples	Continue to build understanding of current First Nations staffing to inform employment and professional development opportunities and to improve our reporting tool, which aligns with our existing 'Diversity Dashboard', to collect and report on information in a consistent manner without breaching people's privacy.	August 2022, 2023	Organisational Development Manager
	Continue to host a gathering of our First Nations staff and interns at least every two years. This gathering will seek to consult with our First Nations staff and interns on employment strategies and professional development requirements.	August 2022	Organisational Development Manager
	Review and improve existing First Nations Employment and Retention Strategy. The content of this employment strategy will be reviewed in consultation with our First Nations staff and advisors. At a minimum this Strategy will continue to commit to: <ul style="list-style-type: none"> • Hosting First Nations interns or students every year; • Actively ensure that all First Nations staff have the opportunity to access a Professional Development Plan; • Offering every First Nations staff member and intern the opportunity to receive professional mentoring from a manager/ senior leader within our organisation; • Providing cultural competence training to line managers of our First Nations staff and interns; • Conducting exit interviews with all First Nations staff leaving our business – including at the end of internships which are short term placements; • Reviewing our HR and recruitment procedures and policies to ensure there are no barriers to First Nations employees and future applicants participating in our workplace; • Including in all job advertisements that 'Aboriginal and Torres Strait Islander peoples are encouraged to apply'; • Continuing to strive to include a First Nations person on recruitment panels whenever an applicant identifies as a First Nations person; and • Advertising job vacancies to effectively reach First Nations applicants. 	August 2022	Recruitment Manager

Action	Deliverable	Timeline	Responsibility
	Consolidate current First Nations traineeship opportunities and develop a national program.	December 2022	Recruitment Manager
	Continue to participate in relevant First Nations career fairs including the Koorie Student Aspiration Days to provide students with information about Viva Energy and career information for the Geelong Refinery.	September 2022, 2023	Recruitment Manager
	Increase the percentage of First Nations staff employed in our workforce	March 2024	Recruitment Manager
	Actively explore opportunities for First Nations employment with our contractors, delivering resources for major projects and Turn Arounds.	November 2022, 2023	Safety Manager, GLG Safety
10. Increase opportunities for First Nations businesses to bid for contracts supplying goods and services to Viva Energy and other organisations.	Commit to a further review of our policies and procedures to ensure they are enabling and supporting our 'buy Indigenous' objective wherever there are First Nations suppliers available and the offering meets our industry needs and is cost competitive.	Review August 2022, 2023	Head of Procurement
	Explore the potential of including a minimum requirement to include at least one First Nations Business in our tenders, RFQs and RFIs (where First Nations businesses with the required capabilities are identified).	Review September 2022, 2023	Head of Procurement
	Explore the procurement of goods and services from First Nations businesses that are highly visible to our staff and stakeholders, as a visual symbol of our wider commitment to 'buy Indigenous'	Review September 2022, 2023	Head of Procurement
	Ensure procurement activity across our business is actively seeking to comply with our 'buy Indigenous' objective (particularly look to influence the procurement activity conducted by areas outside our Procurement Team).	Review September 2022, 2023	Head of Procurement
	Maintain our Supply Nation membership and encourage our major stakeholders to do the same.	September 2022, 2023	Head of Procurement
	Ensure all procurement and commercial staff have access to and are provided Supply Nation training and are encouraged to search Supply Nation database for possible businesses to procure goods and services from.	December 2023	Head of Procurement
	Actively seek opportunities to learn from our current First Nations suppliers and to support them in the development of their businesses.	October 2022, 2023	Head of Procurement
	Develop and maintain commercial relationships with at least two First Nations businesses each year.	November 2023	Head of Procurement
	Conduct a questionnaire to obtain a better understanding of the level of First Nations commitment throughout our supply chain.	August 2022	Head of Procurement

Action	Deliverable	Timeline	Responsibility
	Encourage organisations within our supply chain with little or no commitments to First Nations businesses to investigate opportunities to engage more with First Nations businesses.	August 2023	Head of Procurement
	Investigate opportunities to partner with First Nations businesses currently used by our commercial customers.	August 2023	Head of Procurement
11. Support First Nations Community partners and those organisations supporting First Nations initiatives with an aim to promote respect, increase education, employment and opportunities for economic independence.	Provide financial and skilled volunteers support to First Nations community programs that support delivery of our RAP and are aligned with our business. Our support will include partnerships with: <ul style="list-style-type: none"> • Racing Together (2021 – 2024) • CareFlight (2022 – 2025) • Koorie Heritage Trust (2022 – 2024) 	Report achievement Bi-annually July 2022, January & July 2023, January 2024	Community Engagement Manager
	Explore additional opportunities to financially support First Nations community initiatives, including awarding of First Nations grants.	December 2022, 2023	Community Engagement Manager
12. Reduce petrol sniffing in Aboriginal communities by providing LAF	Continue to supply and deliver LAF to Northern Australia, as part of our contracted commitment to the National Indigenous Australians Agency to help reduce petrol sniffing in regional and remote areas.	Review September 2022, 2023	Senior Fuels Product Quality Excellence Lead
	Where appropriate, to work with communities, retailers and organisations in field to support conversations on LAF to support implementation.	Review September 2022, 2023	Senior Fuels Product Quality Excellence Lead
	Continue to promote the benefits of LAF and provide technical support to ensure the maintenance of LAF supply in existing communities.	Review September 2022, 2023	Senior Fuels Product Quality Excellence Lead
13. Provide opportunities for our staff to contribute to positive social impact with First Nations peoples	Promote First Nations organisations/charities eligible for our 'Double My Donation' (where staff donations are matched dollar for dollar by Viva Energy) and 'Team Fund Raising' programs.	June 2022, 2023	Community Engagement Manager
	Investigate new and innovative ways that we can continue to engage our staff in initiatives that contribute to the positive social impact of First Nations peoples and communities.	December 2023	Community Engagement Manager
14. Develop opportunities with First Nations communities and organisations to support positive social outcomes for First Nations communities and the wider community alike	Engage with First Nations communities to investigate the opportunities to co-design community projects for at least one of our terminals/facilities.	September 2022	Aviation Business Manager
	Develop an MOU with First Nations community leaders/organisations to support the co-design of community projects. MOU to clearly captures the objectives and mutual benefits; planning and facilitation process; and capacity of each party to achieve at least one opportunity investigated above.	September 2023	Aviation Business Manager



CASE STUDY: Ezekiel Lorangi

Ezekiel, known as Zeke, was born in Townsville to parents with Torres Strait Islander (St Paul Is), New Zealander and Irish heritage. Zeke went to school at St Ignatius Park College where he graduated Year 12 on a Trade / Vocational path because he always wanted a more practical and hands on career. As Zeke worked for a while in fuel retail for a competitor of Viva Energy, he continued to look for a diesel mechanic apprenticeship but wasn't able to find any employers willing to take him on. Zeke then had a lucky break; he was told about a Traineeship with Viva Energy from a Job Network he was working with. Zeke recalls, "it was pretty easy and quick from there. An interview with the Terminal Manager, some paperwork and then I was in".

"Everyone at Viva Energy was pretty supportive; I wasn't thrown in the deep end but was given lots of on the job training". That was two years ago and since then I have become a Testing Officer, writing up Work Permits and become one of the team at the terminal. I have been exposed to lots of operational and maintenance / engineering activities and also development my people skills that has come with fitting in with the team and fronting drivers. It has been good for me and opened up future possibilities".

"Personally, my interests include 4x4, fishing, camping (anything outdoors), working on cars and am a fan of the NRL (Cowboys) and Union (Bris Reds). I played Union and even trialled for the North Queensland team which I made but for various reasons was unable to join."

"I think the skills I learn with Viva Energy will help me with life in general and I am hoping to extend my education to an Engineering degree or diploma. I need to give that a bit more thought."

CASE STUDY: Nakula Marine Services – Growing together

In 2018, Viva Energy awarded a 28 million per annum fuel bunking contract to Nakula Marine Services. Bunkering is where fuel (MGO) is delivered through pipeline via a bunker truck onto a vessel. The company also provides a range of vessel shipping agency services at the Port of Broome in the Kimberley region. Since being awarded the contract Nakula Marine Services has transferred over 100 million liters of fuel.

Nakula Marine Services is a Broome - based, private, family run business that incorporated in 2014. The business is 100% First Nations peoples owned and operated with three of its five employees being First Nations peoples. The word Nakula is derived from the Yawuru language and means water or ocean.

Scott Manning and Jade Robinson, owners of Nakula Marine Service both worked at Viva Energy's Broome terminal where they met and decided to form the company. Jade is the Managing Director and is a proud Yawuru woman from the Walman Jano clan on her mother's side. A Broome local, Jade has worked in the Kimberley region for approximately 20 years, she has worked in shipping & oil and gas industry for the last 7 years focusing mainly on vessel operations. Jade has extensive knowledge of Broome Port.

Nakula Marine Services aims to employ local Indigenous people wherever possible and enhance the prospects of Indigenous people through sustainable work opportunities and are looking to take on Indigenous trainees once they have the capability to do so.

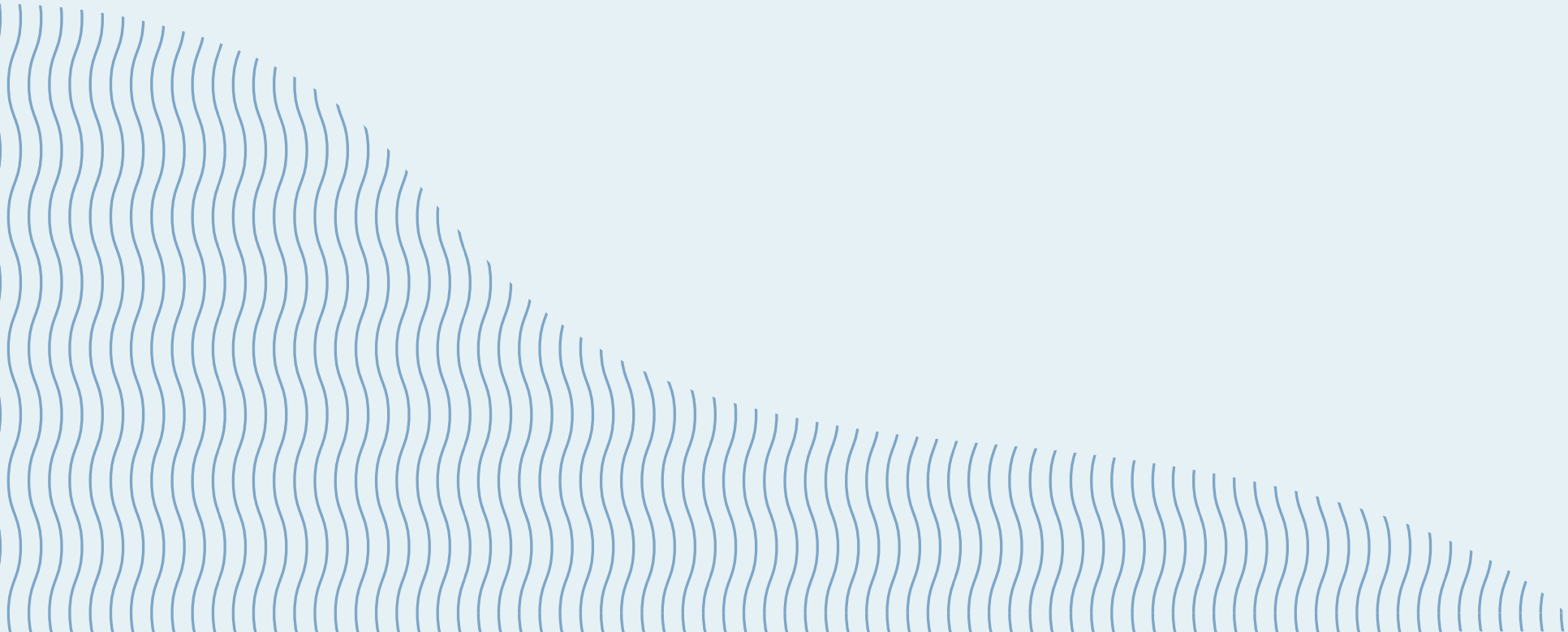




Governance

Action	Deliverable	Timeline	Responsibility
15. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	Recruit additional First Nations representatives to the RWG while ensuring to maintain at least one First Nations representative on the RWG.	Review June 2022, 2023	RAP Chairperson
	Review our existing Terms of Reference for the RWG to ensure continues to encompass the full roles and responsibilities of the RWG.	June 2022, 2023	RAP Chairperson
	Our RWG will meet at least four times per year to drive, monitor and report RAP implementation.	April, August, November, 2022, February, April, August, November, 2023, February, April, 2024	RAP Chairperson
16. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	June 2022	RAP Chairperson
	Engage our senior leaders and other staff in the delivery of RAP commitments.	June 2022	RAP Chairperson
	Refine existing and maintain appropriate systems to track, measure and report on RAP commitments.	September 2022	RAP Chairperson
	Maintain an internal RAP Champion from senior management.	May 2022	RAP Chairperson
17. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	Contact Reconciliation Australia to ensure that our primary and secondary contacts are up-to-date to ensure we are receiving important correspondence.	June 2022, 2023	Community Engagement Manager
	Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Measurement Questionnaire.	August 2022, 2023	Community Engagement Manager
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September, 2022, 2023	Community Engagement Manager
	Report RAP progress to all staff and senior leaders quarterly.	April, July, October, 2022, January, April, July, October, 2023, January, April, 2024	Community Engagement Manager
	Publicly report our RAP achievements, challenges, and learnings annually.	December 2022, 2023	Community Engagement Manager

Action	Deliverable	Timeline	Responsibility
	Prepare to participate in Reconciliation Australia's biennial Workplace RAP Barometer.	April 2024	Community Engagement Manager
	Provide a traffic light report to Reconciliation Australia to help inform the development of our next RAP.	July 2023	Community Engagement Manager
18. 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. Send our draft RAP to Reconciliation Australia for review and feedback. 	<p>July 2023</p> <p>September 2023</p>	Community Engagement Manager



For public enquiries about our RAP

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