

# Innovate Reconciliation Action Plan

December 2024 – December 2026



# Acknowledgement

Viva Energy Australia 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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**Viva Energy and Tiwi Port and Marine teams on Tiwi Islands.**

Viva Energy entered into the Melville Island Fuel Facility through a proposed long term exclusive license with Tiwi Port and Marine teams, an Indigenous led and owned organisation in December 2024.





# Artwork narrative

Wotjobaluk graphic designer Myrtle Jeffs has designed this Reconciliation Action Plan.

Myrtle has brought the document to life using Dixon Patten's work *Wa-ngal yalinguth, yalingbu, yirramboi*, which was commissioned by Viva Energy in 2019.

Dixon Patten is a proud Yorta Yorta and Gunnai man who was born and raised in Melbourne.

The circles in the middle represent the diverse Indigenous communities that live across Australia. They form an infinity symbol, which depicts the continuity of the oldest living cultures in the world. The infinity symbol also reflects Viva Energy. Viva means 'long live'.

The dots and lines depict the familial connections and knowledge being passed down and shared. The ripples that flow throughout the art, shows the positive energy that Viva Energy's RAP will have on the broader community.

**“The ‘U’ shape symbols represent the RAP committee meeting to implement the RAP actions and to build relationships and work in collaboration to ensure that Indigenous people are able to share their culture and tell their stories.”**

The pathways show the connection between the communities.

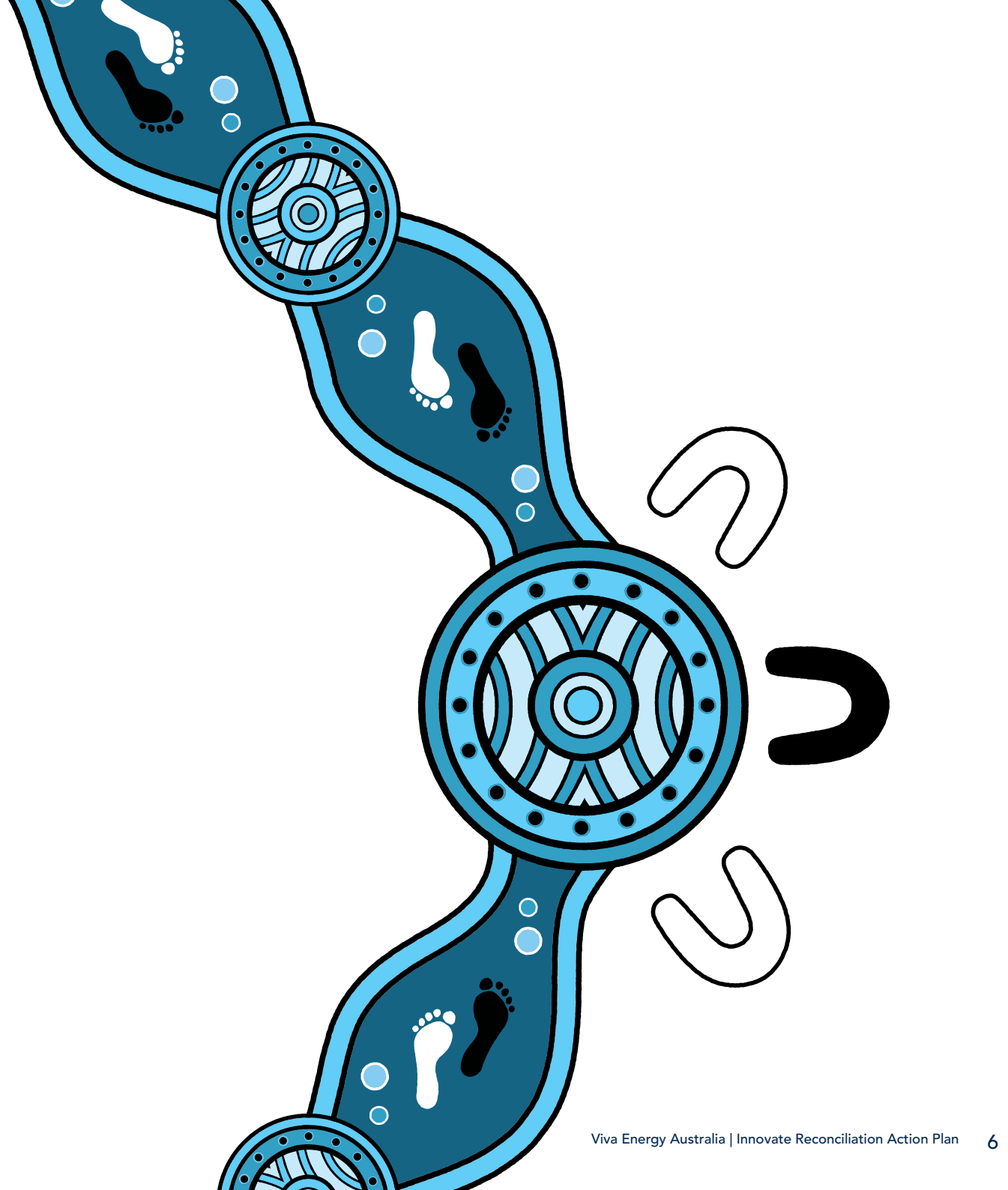
The feet represent walking in reconciliation and caring for Country and that we are still being guided by our Elders and ancestors. The ‘U’ shape symbols represent the RAP committee meeting to implement the RAP actions and to build relationships and work in collaboration to ensure that Indigenous peoples are able to share their cultures and tell their stories.

The shields represent the strength and resilience of Indigenous peoples. The gum leaves are significant to Kulin people, the traditional Custodians of the land where our Docklands Office, Geelong Refinery, Newport Terminal, Melbourne and Avalon airports are located.

The gum leaves are used for ceremony and in particular; ‘Welcome to Country’. They are extended to guests of the Kulin Nation and remind us that whilst this is home to many, we have joined their community and it is always important to honour and respect Traditional Custodians.

The boomerangs represent returning to culture to find counsel and wisdoms. The Kangaroo and Emu tracks represents the broader Australian community and moving forward; as these animals can’t walk backwards.

This artwork has been endorsed by Kulin Elders.





# A message from our CEO



On behalf of Viva Energy Australia, I am delighted to present our third Reconciliation Action Plan 2024 — 2026 which sets out our ongoing commitment to reconciliation.

Viva Energy has a long-standing public commitment to supporting reconciliation and improving outcomes for First Nations people. In developing our third RAP, we have considered carefully how our business can meaningfully contribute to reconciliation and indeed, Closing the Gap. Our business is undergoing an incredible transformation and period of growth. At the time of our last RAP, our workforce was nearly 1,450. It is now almost 15,000 following our expansion into a world-class convenience and mobility business following the acquisitions of the OTR Group and Coles Express businesses. In addition to our energy and commercial businesses we are now the largest company-operated retail network within Australia, with around 1,500 sites. Within this context we believe our growing business can reflect and be enriched by First Nations diversity, and our increasing reach can support reconciliation more broadly.

**“By working respectfully with First Nations peoples, we believe we can build a diverse and enriched business and contribute to a stronger and more vibrant nation.”**

Our RAP celebrates First Nations cultures, promotes reconciliation, builds, respects and raises cultural awareness. Aboriginal and Torres Strait Islander peoples have kept their cultures and lore alive for over 60,000 years through storytelling. We have much to learn from each other, and together we are stronger.

We also acknowledge that our business’ strengths allow us to play a significant role in helping to: reduce substance misuse in regional and remote areas through the manufacture and supply of Low Aromatic Fuel to Northern Australia. It also allows us to support First Nations employment, particularly within our expanded Convenience and Mobility business and presents an opportunity to build and strengthen First Nations relationships at major sites where we operate.

By working respectfully with First Nations peoples, we believe we can build a diverse and enriched business and contribute to a stronger and more vibrant nation.

**SCOTT WYATT**  
CEO, RAP Working Group Chair



# A message from Reconciliation Australia

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

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. With close to 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 Australia continues to be part of a strong network of more than 3,000 corporate, government, and not-for-profit organisations that have taken goodwill and transformed it into action.

The four RAP types, Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways.

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

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that Viva Energy Australia will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to Viva Energy Australia using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

The RAP program's emphasis on relationships, respect, and opportunities gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for Viva Energy Australia to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, Viva Energy Australia will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of Viva Energy Australia's future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

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

KAREN MUNDINE  
CEO Reconciliation Australia





# Our vision for reconciliation

**Our vision for reconciliation is a nation where Aboriginal and Torres Strait Islander peoples have equal and equitable opportunities and that our business visibly reflects this aspiration and is enriched by First Nations cultural diversity.**

Through the actions set out in this RAP, our hope is that our employees, customers, suppliers, stakeholders and most importantly the First Nations communities whose land we work on, will know that we are allies of Aboriginal and Torres Strait Islander peoples.

This, our third Innovate Reconciliation Action Plan, builds on our previous two Reconciliation Action Plans and our Indigenous Participation Plans before that. Our strategy is focussed on enhancing First Nations employment, reducing the impact of substance misuse and improving access to community services, strengthening relationships at major sites and actively engaging our employees. Our performance in this area is outlined annually in our Sustainability Report.

\*The terms "First Nations" and "Indigenous" in this document are used to respectfully and interchangeably refer to Australian Aboriginal and Torres Strait Islander peoples.





**L-R: Bill Mithen, CEO, Give Where You Live, Tammy Gilson Wawadwurrung artist holding her work Barbarrung Beenyak, Dale Cooper, Executive General Manager at the 2024 National Reconciliation Week event at the Geelong Refinery.**

Gilson won the Viva Energy Australia 3D Award at the Koorie Heritage Art Show in 2023. Barbarrung Beenyak is now displayed at the Geelong Refinery.



# Our business

Viva Energy is a leading retail, commercial and energy company with a history spanning more than 120 years in Australia.

Today we operate Australia's largest convenience retail network, make a significant contribution to the nation's energy security, and play a key role in supporting the transition to lower carbon energies.

We operate more than 900 convenience stores, refuel aircraft at around 80 airports, and supply fuel through 20 import terminals across the country. Our refinery at Geelong supplies 10% of Australia's fuel requirements, and is the only manufacturer of bitumen, avgas (for small piston engine aircraft), hydrocarbon solvents, low aromatic fuels (to combat petrol sniffing), and polypropylene plastics.

We are one of the top twenty non-government employers, with almost 15,000 team members and just over 1.5 % of our workforce identifying as Aboriginal and/or Torres Strait Islander people. Our offices are located in Melbourne, Geelong, Adelaide, Perth, Sydney and Brisbane.



# 2023

## Supporting Australia's economy



**~\$2.4B**  
invested in local wages  
and services



**\$8.0B**  
Total tax contribution (2022: 5.8B)  
Including 207.5M of income tax paid  
(2022: 118.7M)



Network of **60** fuel import  
terminals and depots<sup>1</sup>  
and around **80** airports and  
airfields<sup>2</sup> across Australia



On average, we refuel  
**2.3M+** trucks, buses, cars,  
and motorcycles every week  
across the Retail network



We supply **~1/4**  
of Australia's fuel needs



Viva Energy Australia employs  
**15,000+** people across  
all our businesses<sup>3</sup>



**1,300ML**  
storage capacity



### Convenience & Mobility



**~165M**  
transactions  
in 2023<sup>4</sup>

**25,000+**  
businesses served  
with Shell Card



**~4.5BL**  
of fuel supplied  
in 2023

Pathway to almost 2,000 outlets:

- 706 Reddy Express and Coles Express stores (as of December 2023)
- +174 OTR fuel and convenience stores
- +101 Liberty Convenience stores
- +100 OTR quick service restaurants and standalone convenience stores
- +90 growth pipeline of OTR fuel and convenience sites
- +430 subtenancies in Coles Express network
- +260 speciality retail stores

Working with  
**150+**  
supply partners

Supplying fuel to  
**500+**  
independent dealer  
service stations

Supplying fuel to  
**101** Liberty Convenience  
service stations



### Commercial & Industrial

Viva Energy supplies:

**~33%**  
of jet fuel nationally



**25–30%**  
of the mining  
diesel market

**~45%**  
of the marine  
fuel oil market



Fuel to the  
**Australian Defence Force**  
(sole supplier)



**Only Australian manufacturer**

of Avgas, hydrocarbon solvents, polypropylene, F-44 (Avcat), low aromatic fuel (LAF) and bitumen



### Energy & Infrastructure

**Geelong Energy Hub:**



Proudly supporting local manufacturing  
at our Geelong Refinery –  
**1 of 2 refineries** in Australia

**~800** people (employees and  
contractors) work at the Refinery<sup>5</sup>

**Plans:**



New Energies  
Service Station for  
hydrogen refuelling



Gas Import  
Terminal



Solar  
Farm



Co-processing  
and waste recycling



Ultra Low Sulphur Gasoline  
(ULSG) and aromatics  
production

1. Includes 25 fuel import terminals and network of 38 active depots (Including 32 Liberty Rural depots).

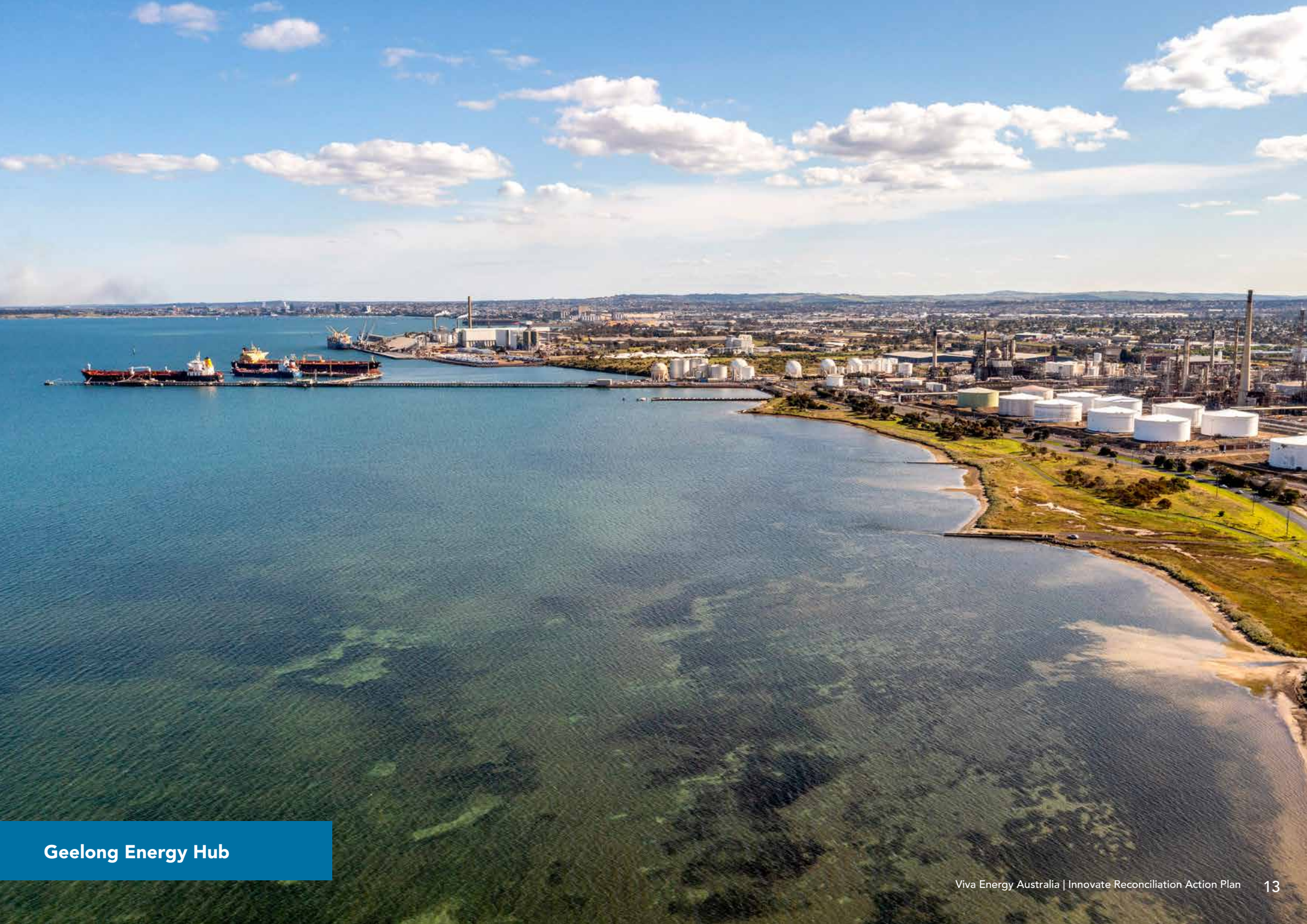
2. Including 18 airports/airfields in the Skyfuel network.

3. Includes Viva Energy Australia and all companies owned by Viva Energy.

4. At our retail sites (shop and fuel).

5. The number of people employed at Geelong refinery includes employees and an average number of contractors employed across the year (excluding major turnaround events).





**Geelong Energy Hub**

# Achievements

Through the course of our second Reconciliation Action Plan (2022 to 2024) we have made substantial progress on building relationships, understanding, and respect with our First Nations Communities. Nearly 90% of our actions have been delivered, and we have established a stronger foundation on which to undertake further actions set out in our third Innovate RAP.

The Voice to Parliament, in particular, provided an important opportunity for Viva Energy team members to engage directly and personally on the importance of Reconciliation. Viva Energy made a public statement of support for constitutional recognition and embarked on an extensive employee engagement program, providing information and education sessions on issues affecting First Nations people and the significance of the questions raised in the referendum. This has enhanced understanding and strengthened commitment to broader reconciliation efforts.





View Options

### ULURU STATEMENT FROM THE HEART

We gathered at the 2017 National Constitutional Convention, meeting from all parts of the country to share this statement from the heart.

The Uluru Statement from the Heart is a landmark document that sets out the path to a new Australian Constitution. It is a statement of the aspirations of the Indigenous peoples of Australia for a new relationship with the Australian people and the Australian Government. The statement is a call to action for the Australian people to support the Indigenous peoples of Australia in their quest for a new relationship with the Australian people and the Australian Government.

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Participants Q&A More

Thomas Mayo speaking to the Viva Energy team about the Uluru Statement from the Heart.

# Key highlights of our 2022-2024 RAP

## Relationships

Worked with our community partners:

- **Koori Heritage Trust:** to strengthen relationships with Victorian Aboriginal Communities and promote and celebrate continuing living Aboriginal cultures.
- **Racing Together:** supporting young Aboriginal and Torres Strait Islander people to be involved in STEM subjects and motorsport.
- **CareFlight:** to develop material in Indigenous languages to communicate with their patients and provide traineeship opportunities. This work covers nine languages: Murrinh-Patha, Kriol, Warlpiri, Yolngu Matha, Tiwi, Anindilyakwa, Burarra, Maung, Kunwinjku.
- Engaged **Wadawurrung Traditional Owners Aboriginal Corporation** to conduct a Cultural Values Assessment (CVA) for our largest operating site (Geelong refinery) and the surrounds in Geelong.
- In March 2024, Viva Energy announced a partnership with **Wathaurong Aboriginal Cooperative** valued at \$375,000 for three and half years. The partnership will fund the procurement of a local bus to provide transport and improve First Nations people's access to health care, community services and cultural events in Geelong.

## Respect

- High uptake of cultural learning and activities. In 2023, approximately 2,700 employees participated in cultural training and information sessions.
- Incorporated First Nations elements into the look and feel of our offices, with First Nations Art Work, designed by Dixon Patten, featured throughout the office space. In addition, our new meeting rooms acknowledge Traditional Owners across Australia.
- Conducted information sessions to engage team members and provide access to information on the Voice to Parliament. The CEO frequently raised the referendum and the business' commitment to reconciliation in the months leading up to 14 October 2023.
- Held at least 27 cultural events across 2022 and 2023, with more than 2,645 team members participating.
- In 2023 a "Respect at Viva Energy" training module was introduced and compulsory for all team members. The two hour, in-person session focused on workplace behaviours to foster our values and culture of respect. Racism and the importance of cultural safety were discussed in these sessions.

## Opportunities

- Manufactured and supplied Low Aromatic Fuels to Northern Australia (as part of our contracted commitment to at least 2025 to the National Indigenous Australians Agency) to help reduce substance misuse in regional and remote areas.
- Substantial uplift in the number of First Nations people employed at Viva Energy as a result of the acquisition of the Coles Express convenience business where 3.6% of the workforce identify as Aboriginal and/or Torres Strait Islander people.
- Continued our membership of Supply Nation.
- Spent a total of \$7M with First Nations businesses through the term of the RAP.



## Governance

- The CEO of Wathaurong Aboriginal Cooperative joined our RAP Working Group, providing external First Nations perspectives to our discussions and activities.
- Refreshed the RAP Working Group to reflect our growing and evolving business and strategic focus of the RAP.
- Participated in Reconciliation Australia's biennial Workplace RAP Barometer.
- Provided regular updates to Viva Energy's Sustainability Committee (with board member representatives). This committee, the broader Board and the Executive Leadership Team backed our statement of support for constitutional recognition and the basis of the Voice referendum.

## Learnings

Through engagement with our First Nations communities and our team members, we have gained a deeper understanding of reconciliation and recognition and the role our business and team members can play:

- Recognition of First Peoples and acknowledgement of past atrocities is fundamental to healing and forgiveness.
- Focusing efforts in targeted areas is critical to creating real change.
- Embedding programs and activities within the business and with leadership support we can achieve lasting outcomes.
- The RAP Working Group structure and deliverables need to be flexible and respond to the changing external environment (such as the pandemic and referendum) and with our transforming business.
- Embedding actions and deliverables into business strategy and KPIs helps focus the organisation and holds employees to account. This includes RAP Working Group members having clear roles and responsibilities.
- Resourcing and funding are essential to ensure outcomes are achieved.

# Case study: CareFlight

**In June 2022, Viva Energy proudly announced a three-year partnership with CareFlight, a premier national aeromedical organisation renowned for its vital role in transporting sick and injured patients across Australia and overseas to emergency hospital care. This partnership is of immense significance as it focuses on enhancing access to critical community services, particularly for First Nations communities in the Northern Territory.**



**CareFlight's Inlanguage program, supported by Viva Energy, in action.**

With a dedicated investment of \$3 million, this partnership fortifies the operations of CareFlight's Darwin-based medical rescue helicopter, ensuring swift responses and the delivery of emergency healthcare services throughout the vast Top End of the Northern Territory. Over the past two years, the NT CareFlight Rescue Helicopter, powered by Viva Energy, has facilitated an impressive number of missions, with approximately 90% of our patients being First Nations peoples.

One of the standout achievements of this collaboration is the development of Indigenous-language resources by CareFlight, aimed at facilitating clearer communication with First Nations patients and their families. These resources, including in-flight materials, have been translated into nine languages: Murrinh-Patha, Kriol, Warlpiri, Yolngu Matha, Tiwi, Anindilyakwa, Burarra, Maung, Kunwinjku. Launched in June 2024, these resources are poised to significantly enhance the accessibility and effectiveness of CareFlight's critical care services for First Nations communities.

In addition to direct support for CareFlight's operations, Viva Energy is actively involved in sponsoring specialised remote training courses within the Northern Territory communities. These include the CareFlight Remote Trauma Course, Sick and Injured Kids in the Bush, and Infant Care Workshops & CPR courses, all tailored to address the unique challenges

of the Top End. To date, Viva Energy has supported numerous courses and has equipped a significant number of participants across various locations with life-saving skills, underscoring the partnership's commitment to building local capacity and resilience.

The collaboration between Viva Energy and CareFlight extends beyond immediate healthcare needs to create lasting socio-economic impact. Through the Pathways to Employment program, young First Nations individuals are offered invaluable opportunities for work experience, traineeships, and scholarships within CareFlight. Three traineeships have already been offered, providing not only qualifications but also fostering long-term employment. These traineeships have provided qualifications, nurtured skills, and opened doors to higher roles, contributing to a more diverse and inclusive professional landscape. Veronica, one of the recipients described the program as, "Creating pathways and opportunities for the future generation."

The partnership between Viva Energy and CareFlight serves as testament to the power of collaboration in addressing complex challenges and creating meaningful change.





**Board and Executive members launching the Viva Energy First Nations artwork by Dixon Patten on the Northern Territory CareFlight Rescue helicopter.**

# RAP Governance

**A strong governance structure is essential for delivering on our RAP commitments and making a positive impact in First Nations Communities.**

Our Working Group consists of business leaders who are passionate and committed towards reconciliation and is supported by team members in the respective business units to progress the relevant actions and commitments set out in this RAP. The Working Group also has First Nations representation.

The current Viva Energy RAP Working Group incorporates the following people.

- Scott Wyatt, CEO & RAP Chair & RAP Champion
- Jo Powell, Community Engagement
- Cassandra Tayler, C&M Employment
- Bill Patterson, Geelong Engagement
- Vanessa Kearney, Supply Chain Engagement
- Tina Henshaw, Commercial Connections
- Letitia Otto, Employee Engagement and Culture
- Simon Flagg, a proud Wemba Wemba man and CEO Wathaurong Aboriginal Co-operative

The Working Group will provide updates to the Executive Leadership Team and Board Sustainability Committee, with progress and achievements reported in our annual Sustainability Report. First Nations Reconciliation is one of six pillars of Viva Energy's Diversity and Inclusion agenda.

Where possible, our RAP action items are linked into business structures, process and reporting structures. This ensures that our RAP is the way we do business, rather than a stand-alone process. An example of this is the reporting of deliverables, which will be assessed at the end of year (with mid-year reviews) as part of individual and team reviews. Processes within the RAP Working Group meetings, will ensure deliverables are tracked during the year.

## **Our key focus areas: (Based on RAP)**

While this is our third successive Innovate RAP, this RAP provides us with the opportunity for our reconciliation program to be incorporated into our new convenience retail business, which has a substantial national footprint, and an additional 13,500 team members. While Viva Energy has always had a national footprint our workforce at the time of the last RAP was 1,447. This RAP will cover the whole business, but particularly focus on embedding reconciliation in our new part of the business.

In addition we are committed to making genuine positive impact through our Reconciliation Action Plan, and where practical, we will support initiatives to *Close the Gap* and focus on:

- First Nations employment, primarily within our Convenience and Mobility business. We will measure the proportion of our employees who identify as Aboriginal and/or Torres Strait Islander people. The Employment Strategy (Action 9) will drive this important work.
- Support the reduction of volatile substance misuse through supplying and manufacturing Low Aromatic Fuel as part of the Federal Government's National Indigenous Australians Strategy (Action 11).
- Strengthening First Nations relationships for key sites and operations (Action 1).
- Improve access to community services for First Nations People and support First Nations employment through our Community Partnerships (Action 1).
- Actively engage our employees to increase understanding and respect for First Nations culture and history (Action 5).





**BLAK DESIGN MATTERS** FIRST PEOPLES DESIGN FORUM

**KOORIE HERITAGE TRUST**

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**BLAK DESIGN MATTERS** FIRST PEOPLES DESIGN FORUM

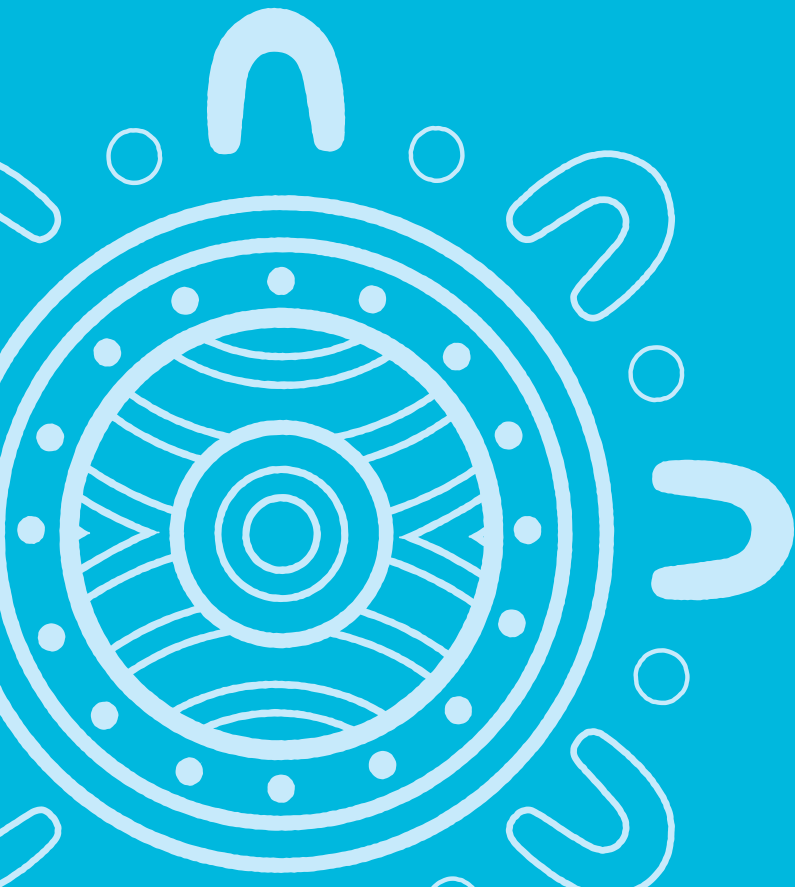
**KOORIE HERITAGE TRUST**

Viva Energy team members amongst a group of volunteers at the Koorie Heritage Trusts' Blak Designs event.



# Relationships

Viva Energy is committed to building and cultivating respectful and meaningful relationships with First Nations peoples and organisations where we conduct our business. We recognise the power of collaborative and respectful partnerships, and the value in seeking out diverse perspectives, experiences and knowledge.



Action	Deliverable	Timeline	Responsibility
<b>1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	To review, update and implement annual engagement plans to work with targeted First Nations stakeholders and organisations (eg: Geelong, major regional centres, First Nations employment agencies).	Dec 2025	Community Manager
	Implement First Nations Community Partnerships as supported by documented agreements and project plans, including guiding principles for engagement.	Dec 2025	Community Manager
	Develop First Nations engagement and stakeholder guidelines to engage with First Nations organisations and Traditional Owners.	Apr 2025	Community Manager
	Review Engagement Plans and First Nations Community Partnerships bi-annually to ensure that agreed project objectives and plans are being delivered.	Dec 2024/25 Jun 2025/26	CEO and Chair, RAP Working Group
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our team members.	May 2025/26	Community Manager
	Organise at least one NRW event each year, including an activity that can be implemented across operational sites.	May 2025/26	Community Manager
	Encourage and support team members to participate in events to recognise and celebrate NRW events. RAP Working Group members to participate in an external NRW event.	May 2025/26	CEO and Chair, RAP Working Group
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2025/26	Community Manager
<b>3. Promote reconciliation through our sphere of influence.</b>	Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	Dec 2024/25	Community Manager
	Promote reconciliation through our sphere of influence, and explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	Dec 2024/25	Community Manager
	Collaborate with our First Nations Community Partners to identify and consider innovative approaches to advance reconciliation.	Dec 2024/25	Community Manager
	Review outcomes of team engagement strategies bi-annually to continue to raise awareness of reconciliation across our workforce.	Dec 2024/25 Jun 2025/26	Employee Experience Manager
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	Implement, and communicate an anti-discrimination policy for our organisation.	Dec 2024	Employee Experience Manager
	Engage with Aboriginal and Torres Strait Islander team members and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	Dec 2025	Employee Experience Manager
	Continue "Respect at Viva Energy" training, focussing on workplace behaviours that foster our values and culture of respect, including racism and cultural safety.	Dec 2024/25	Employee Experience Manager
	Educate senior leaders on the effects of racism.	Dec 2025	Employee Experience Manager
	Review feedback from our annual employee engagement surveys to assess how a "respectful" culture at Viva Energy can be maintained.	Dec 2024/25	Employee Experience Manager



# Case study: Wathaurong Aboriginal Co-operative

In March 2024, Viva Energy launched a three-year community partnership to help connect First Nations families living in Wathaurong's region, by funding a local bus, providing access to health, education and cultural services.

Viva Energy is enabling Wathaurong to improve access to health and community services by facilitating the purchase and covering the operating costs of patient transport and a community bus. This service provides vital patient transport for First Nations people in the greater Geelong region, including Colac, Lorne, Portarlington, Ocean Grove, Little River, and Werribee. The community bus will enable First Nations residents to participate in a range of cultural activities ranging from on Country visits, community events and Sorry Business (funerals). It is anticipated that annually 1500 First Nations people access patient transport services, and a further 2000 First Nations People will access the community bus.

This formal partnership has been developed through an ongoing relationship with Wathaurong. This includes Simon Flagg, Wathaurong's CEO participating in Viva Energy's RAP Working Group, a team of Viva Energy volunteers helping at the Wathaurong's NAIDOC week events and Viva Energy sponsoring the local Aspirations and Careers Day providing the ability for 200+ First Nations school students from the Geelong region to think about employment and education opportunities.



**Wathaurong Aboriginal Co-Operative and Viva Energy team members with the new community bus.**



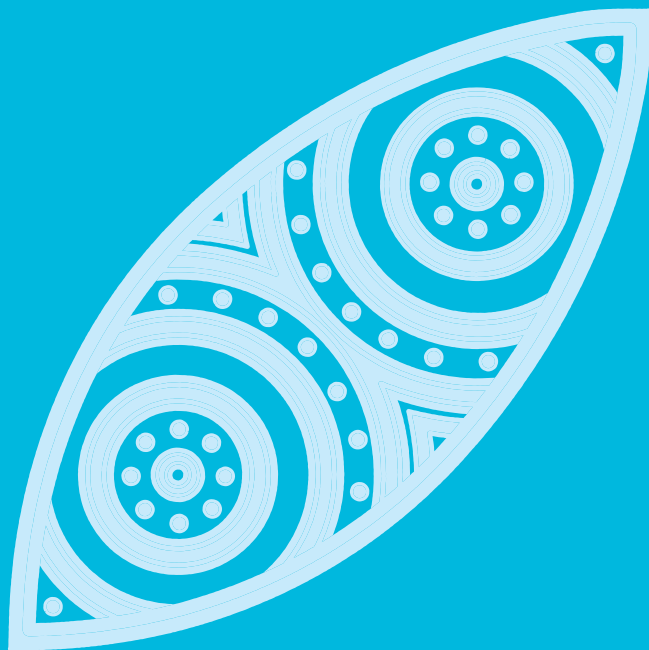


**Viva Energy team volunteering at the Wathaurong Aboriginal Co-operative NAIDOC Flag raising event.**



# Respect

Viva Energy is committed to learn, share and celebrate First Nations cultures, knowledge and achievements, and recognise them as the oldest living cultures in the world. We will provide opportunities to build awareness and capability among our team members about First Nations cultures, histories and challenges. In doing this we aim to equip our team members with the confidence to engage with First Nations stakeholders and clients, and foster a positive, productive work environment.



Action	Deliverable	Timeline	Responsibility
<b>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	Conduct a review of cultural learning needs within our organisation, seeking First Nations input.	Dec 2024/5	Employee Experience Manager
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	June 2025	General Manager People & Culture, Convenience & Mobility
	Develop, implement, and communicate a cultural learning strategy document for our team members.	June 2025	Employee Experience Manager
	Continue with online cultural training module which employees are encouraged to undertake every two years. Promote internally, particularly to new employees.	Dec 2024/25	Employee Experience Manager
	Provide opportunities for RAP Working Group members, P&C managers and other key leadership team members to participate in formal and structured cultural learning.	Dec 2024/25	CEO and Chair, RAP Working Group
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Increase team members' understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Dec 2024/25	Community Manager
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings	Dec 2024/25	CEO and Chair, RAP Working Group
	Encourage team members to include Acknowledgement of Country for significant meetings. As part of this process update and communicate our protocols and explain their purpose and significance.	Dec 2024/25	Community Manager
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	Dec 2024/25	Community Manager
	Continue to display First Nations artwork, Acknowledgement of Country plaques and have First Nations meeting room names in major locations.	Dec 2024/25	Community Manager
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	RAP Working Group to participate in an external NAIDOC Week event (eg: attend Wathaurong Aboriginal Cooperative NAIDOC week event).	Jul 2025/26	CEO and Chair, RAP Working Group
	Review HR policies and procedures to remove barriers to team members participating in NAIDOC Week.	Dec 2024/25	Employee Experience Manager
	Promote and encourage participation in external NAIDOC events to all team members	Jul 2025/26	Community Manager
<b>8. Visually demonstrate respect for First Nations peoples through our workplace sites.</b>	Actively seek to include First Nations content and imagery on major projects which creates better understanding and engagement with local First Nations cultures, including First Nations Artwork and naming of buildings, vessels or operations.	Dec 2025	Community Manager

# Case study: Boggabilla



**Boggabilla site team and family members celebrating NAIDOC week**

Reddy Express was formed following the acquisition of the former Coles Express convenience business in May 2022.

Viva Energy has a great opportunity to build on this business' positive work with First Nations employees. In this part of the business, 3.6% of team members self-identify as Aboriginal and Torres Strait Islander people. Site relationships play a key role in supporting First Nations employment. This can be seen through the work in Boggabilla in New South Wales.

In May 2022 Acknowledgment Plaques were rolled out to all the retail sites across Australia. This inspired Boggabilla Site Manager to reach out to Elders from the Kamilaroi Tribe (the Traditional Custodians) and invite them to their NAIDOC Week morning tea.

The Elders are regular customers at Boggabilla and not only attended the celebration, but also offered to open the event with a Welcome to Country.

Since then, Shell Coles Express Boggabilla has hosted three further community events:

- NAIDOC Week 2023 – 80+ participants
- General Community event December 2023  
60+ participants
- NAIDOC Week 2024 – 75+ participants

These events play an important role in connection to Country, community engagement, recruitment and retention.



# 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 expect to achieve a higher level of team member engagement, satisfaction, and retention.

Viva Energy is committed to increasing the opportunities and improving economic outcomes for more First Nations peoples including the procurement of goods and services from First Nations businesses, especially in the communities where our facilities are located.



Action	Deliverable	Timeline	Responsibility
<b>9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.</b>	Build an understanding of current Aboriginal and Torres Strait Islander team members to inform future employment and professional development opportunities. This will include assessing opportunities within the newly acquired businesses, recognising the high number of employees within our Convenience and Mobility business.	Dec 2025	Executive General Manager - Commercial & Sustainability
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy within our Convenience and Mobility business.	Dec 2025	Executive General Manager - Commercial & Sustainability
	Engage with Aboriginal and Torres Strait Islander team members to consult on our recruitment, retention and professional development strategy. This would include conducting focus groups with First Nations employees.	Dec 2025	Executive General Manager - Commercial & Sustainability
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	Dec 2025	Executive General Manager - Commercial & Sustainability
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	Dec 2025	Executive General Manager - Commercial & Sustainability
	Support First Nations employment through our significant community partnerships e.g. CareFlight traineeships, employment within Wathaurong Aboriginal Cooperative and Koorie Heritage Trust	Dec 2024/25	Community Manager
<b>10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	Review 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.	Dec 2024/25	Head of Group Finance
	Ensure that all procurement and commercial team members have access to and are provided Supply Nation training and are encouraged to search Supply Nation database for possible businesses	Dec 2024/25	Head of Group Finance
	Maintain Supply Nation membership.	Dec 2024/25	Head of Group Finance
	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to team members.	Dec 2024/25	Head of Group Finance
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	Dec 2024/25	Head of Group Finance
	Develop commercial relationships with at least two Aboriginal and/or Torres Strait Islander businesses.	Dec 2025	Head of Group Finance
<b>11. Reduce volatile substance misuse in First Nations Communities by providing Low Aromatic Fuel.</b>	Continue to supply and deliver Low Aromatic Fuels to Northern Australia, as part of our contracted commitment to the National Indigenous Australians Agency to help reduce volatile substance misuse in regional and remote areas. We will also commit to re-tendering for this contract once it is up for renewal.	Dec 2024/25	Head of Operations
	Explore opportunities to support and advocate with First Nations stakeholders to reduce of volatile substance misuse.	Dec 2024/25	General Manager Strategy and Business Development
<b>12. Provide opportunities for our team members to contribute to positive social impact with First Nations peoples.</b>	Provide employees opportunities to engage with our First Nations community partners, including: <ul style="list-style-type: none"> <li>• People Connect Extra sessions (allowing First Nations partners to present directly to employees),</li> <li>• our 'Double My Donation' (where team members donations are matched dollar for dollar by Viva Energy) ;</li> <li>• Community Engagement Volunteering Leave</li> </ul>	Dec 2024/25	Community Manager

# Case study: Low Aromatic Fuel

Since 2014, Viva Energy has been contracted by the Federal Government to supply up to 40 million litres per annum of Low Aromatic Fuel (LAF) to wholesale customers, including service stations, in the northern half of Australia. This supports regions across the Northern Territory, Queensland and Western Australia. The latest contract is until at least mid-2025.

The Federal Government, through the National Indigenous Australians Agency, has a long-term commitment to LAF supply as part of the Indigenous Advancement Strategy. Viva Energy's support has helped reduce volatile substance use (also known as petrol sniffing) in regional and remote areas, including some First Nations communities where it has been identified as a problem.

The support of the Federal Government enables Viva Energy to offer LAF for sale to wholesale customers at the same price as regular unleaded petrol (ULP91). LAF has been specially designed to contain lower levels of the aromatic compounds such as benzene, toluene and xylene.

LAF has a minimum octane rating of 91 so it can be used in any engine in which manufacturers recommend the use of regular unleaded 91 fuel. This includes cars, boats and small engines such as lawn mowers, whipper snippers, generators, chainsaws, motor bikes and all-terrain vehicles.

## Shell Unleaded 91 Low Aromatic Supply zone



LAF helps regional and remote communities overcome the devastating effects that volatile substance misuse can have on the whole community. Volatile substance misuse is a dangerous activity that can cause a number of serious health impacts, including brain damage or death.

By replacing regular unleaded fuel, LAF is providing long-term benefits in the communities where it has been introduced. 2019 research conducted by the University of Queensland found that petrol sniffing has reduced by up to 95.2 per cent in communities with low aromatic fuel. The rollout of LAF is benefiting regional and remote communities through better health, safer communities, helping adults become more job ready and helping more children get to school and learn.



# Governance

Viva Energy is committed to transparent governance structures and process to support the successful implementation of our RAP.



Action	Deliverable	Timeline	Responsibility
<b>13. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.</b>	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Dec 2024/5	CEO and Chair, RAP Working Group
	Review Terms of Reference for the RWG annually	Dec 2024/5	CEO and Chair, RAP Working Group
	Meet at least four times per year to drive and monitor RAP implementation.	Dec 2024/25 March 2025/2026 June 2025/2026 Sept 2025/2026	CEO and Chair, RAP Working Group
<b>14. Provide appropriate support for effective implementation of RAP commitments.</b>	Define resource needs for RAP implementation.	Dec 2024/25	CEO and Chair, RAP Working Group
	Engage our senior leaders and other team members in the delivery of RAP commitments.	Dec 2024/25	CEO and Chair, RAP Working Group
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	Dec 2024/25	CEO and Chair, RAP Working Group
	Maintain an internal RAP Champion from the Executive Management team.	Sep 2025/26	CEO and Chair, RAP Working Group
<b>15. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	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 2025/2026 annually	Community Manager
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	Aug 2025/26	Community Manager
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	Sep 2025/26	Community Manager
	Report RAP progress to all team members and senior leaders quarterly.	Dec 2024/25 March 2025/2026 June 2025/2028 Sept 2025/2026	CEO and Chair, RAP Working Group
	Publicly report our RAP achievements, challenges and learnings, annually.	Dec 2024/25	Community Manager
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	April 2026	Community Manager
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	June 2026	Community Manager
	<b>16. Continue our reconciliation journey by developing our next RAP.</b>	Register via Reconciliation Australia's website to begin developing our next RAP.	Mar 2026

# Case study:

## A collaboration between Tiwi Port and Marine, Department of Defence and Viva Energy

In December 2024 Viva Energy Australia announced an important collaboration with both Tiwi Port and Marine Pty Ltd and the Department of Defence to ensure ongoing operations of the Melville Island Fuel Facility.

The 30-million-litre fuel facility, located 80 km north of Darwin, will play a critical role supporting various industries in the region whilst also enhancing the Defence's fuel capability and resilience.

Through this partnership, Tiwi Port and Marine (an Indigenous led organisation), will take over the port operations after the previous business was placed in administration and the facility was at risk of closing, which would have had a significant impact on the community.

The deal will see Viva Energy enter a long-term exclusive licence to run the fuel facility, providing certainty for this crucial port business activity, supported by a storage agreement with Defence.

While this commercial deal will benefit all parties, self-determination has been a core consideration in its development. The partnership allows Tiwi Port and Marine to acquire the overall port facility, with a portion of future storage revenue going directly to the Tiwi-led organisation once a certain level of storage is achieved.

Traditional Owner and Tiwi Port and Marine Chair, Gibson Farmer Illortaminni, said: "I'm very proud of this new partnership with Viva Energy and Defence. Working together, the Tiwi people are shaping the island now and into the future, creating jobs and opportunities for our kids and future generations."



**Viva Energy team engaging with the Mantiyupwi Clan, Pumulayu Child Family Centre (PCFC) and local businesses in Wurruminyanga.**



**The Tiwi Port and Marine, Department of Defence and Viva Energy teams at Melville Island Fuel Facility.**





**Tiwi artist Carol Puruntameri painting at Pirlangimpi Art Centre, with Viva Energy team and Patricia Puruntameri, Director Tiwi Port and Marine. This work, depicting the two Tiwi Islands - Melville and Bathurst, will be displayed in Viva Energy's office.**





AVIATION  
NEW ENGINE OIL SERVICE  
LAPTOPS TO GO SERVICE  
FOR AIRCRAFT AND HELICOPTERS  
SEE FLIGHT MANUAL

W-10-0606  
HYDRAULIC OIL SERVICE  
MAINT. CAPACITY 17.5 L. (3.7 GALLONS)  
FOR AIRCRAFT OIL, 17.5 L.  
SEE FLIGHT MANUAL

Deering CAT

PROHIBITED ZONE  
NO ENTRY

**VIVA**  
Energy Australia

VH-YHF

**CareFlight**

LOWEER  
KEEP AWAY



# Innovate Reconciliation Action Plan

December 2024 – December 2026

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