

Reflect Reconciliation Action Plan

April 2023 - March 2024





Reconciliation Australia

Reconciliation Australia welcomes Nomad Coffee Group to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Nomad Coffee Group joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

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

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

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes. These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

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

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

Congratulations Nomad Coffee Group, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

Our Reconciliation Action Plan

On behalf of Nomad Coffee Group, I'd like to acknowledge the Traditional Land Owners of Country throughout Australia and their connections to land, sea and community. I pay my respects to Elders, past, present and emerging.

I, and Nomad Coffee Group are proud to introduce our Reflect RAP, and to be part of this journey. I acknowledge this is a small step, and we all have much more work to do in this space. The development of a formalised RAP is demonstrative of our commitment to supporting meaningful reconciliation and working with Aboriginal and Torres Strait Islander peoples, it marks the beginning of our journey to reconciliation. Nomad Coffee Group aims to be a force for growth and a force for good. We see these two factors as interdependent to the success of a sustainable business. We are always reflecting, evolving and changing with the times, recognizing and doing something about our environmental footprint, bringing to life new ways of bettering our processes, ourselves and our impact on the life of the planet and lives on it.

For this reason, we have embedded Environment, Social and Governance (ESG) Sustainability into how we do business every day. In line with our ESG these values, this RAP is a reflection of our commitment to creating improved economic, health and social outcomes for Aboriginal and Torres Strait Islander peoples. This RAP commits us to champion and educate all our employees, developing an organisational understanding and awareness of Aboriginal and Torres Strait Islander peoples, history, traditions, communities and culture. We must seek to understand and reflect before we can advocate and improve the conversation with First Nations people.

We recognise and embrace the role we play in working towards reconciliation and our ability to influence the narrative with our employees, customers and communities. We look forward to sharing our journey as we listen, learn and evolve on the reconciliation path.

Craig Dickson
Cheif Executive Officer
Nomad Coffee Group





RAP - Champion

As the father of two young boys, I am constantly challenged by and learning from them and continually amazed by the knowledge they and their peers have of First Nations peoples that have inhabited this land for thousands of years and their deep connection to the land on which we live and work.

However, I can also acknowledge that we are only at the very start of our reconciliation journey within our business. As a leader in this business, my role in this journey is one of driving action and keeping our team on track and accountable.

Over this journey, we will engage with First Nations stakeholders, including fostering existing relationships and creating new ones. While we do not currently have any known First Nations people employed at the group, we will work hard to bring education and understanding to the employees and strive to ensure that the Nomad Coffee Group continues to be an open and welcoming workplace.

In addition to public updates within our Corporate Social Responsibility report, we will regularly report internally, formally during quarterly staff catch-ups, and quarterly to the board.

Lance Brown – RAP Champion
Director of Sales, Black Bag Roasters

Nomad Coffee Group

The Nomad Coffee Group are collective of coffee roasting businesses and one of the largest specialty coffee roasters in Australia and New Zealand. With head office located in Richmond, Victoria, our brands include a wholesale and café business called Veneziano Coffee Roasters, Black Bag Roasters, providing private label roasting, and Coffee Hit offering online and store-based coffee products.

Although we employ over 150 people across Australia and New Zealand, we do not currently have a clear indication of how many Aboriginal and/or Torres Strait Islander team members we have as a business. We value diversity and inclusion. Diverse backgrounds, perspectives and experiences make us stronger, more considerate and more innovative. We are working hard to ensure we continue to provide a workplace where people from all walks of life can belong and thrive.

As a first step, we will be forming a Reconciliation Working Group (RWG); once formed, our RWG will work collectively to keep our executive leadership team updated quarterly, engage local elders in the key locations we operate in, as well as leading and educating the wider team.



Our locations



ROASTERY



TRAINING STUDIO



HEAD OFFICE



ESPRESSO BAR/CAFÉ

NEW SOUTH WALES

EORA NATION

**352 BOURKE STREET,
SURRY HILLS, 2010**



RICHMOND VICTORIA

WURUNDJERI COUNTRY

**16-18 RIVER STREET,
RICHMOND, 3121**



QUEENSLAND

MEANJIN

**369 MONTAGUE ROAD,
WEST END, 4101**



SOUTH AUSTRALIA

KAURNA COUNTRY

**111 MELBOURNE STREET,
NORTH ADELAIDE, 5006**



TRUGANINA, VICTORIA

BUNURONG COUNTRY

**41 PAULJOSEPH WAY,
TRUGANINA, 3029**



AUSTRALIAN CAPITAL TERRITORY

NGUNNAWAL COUNTRY

**2/131 LYSAGHT STREET,
MITCHELL, 2911**



River Street

Nomad Coffee Group's head office operates out of our Richmond roasting facility, on the Traditional Lands of the Wurundjeri people, on River Street, named so because of the proximity to the Birrarung Marr, the traditional name of the Yarra River, which translates into “River of Mists and Shadows”. Once an unspoiled haven, this was a crucial resource for the Wurundjeri people, providing a steady source of food, including eels, birds and eggs, and various plants.

Due to the direct impacts from the first European settlers to this area, sadly, today, the river is well known for being a polluted, brown body of water.



*Pictured here, from Victoria Bridge, the Birrarung showing the effects of the heavy rains and flooding upriver of 2022



Relationships

Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence	May 2023	People & Culture Manager
	Research best practices and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations	June 2023	Sustainability Manager
Build relationships through celebrating National Reconciliation Week (NRW)	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff	May 2023	People & Culture Advisor
	RAP Working Group members to participate in an external NRW event	27 May – 3 June 2023	Sustainability Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW	27 May – 3 June 2023	Sustainability Manager &
Promote reconciliation through our sphere of influence	Communicate our commitment to reconciliation to all staff	March 2023	CEO
	Identify external stakeholders that our organisation can engage with on our reconciliation journey	March 2023	Sustainability Manager
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey	September 2023	Sustainability Manager
Promote positive race relations through anti-discrimination strategies	Research best practices and policies in areas of race relations and anti-discrimination	June 2023	People & Culture Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs	July2023	People & Culture Manager



Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation	June 2023	Sustainability Manager
	Conduct a review of cultural learning needs within our organisation, based on review investigate further cultural learning opportunities for staff	June 2023	People & Culture Manager
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	June 2023	People & Culture Advisor
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols	June 2023	People & Culture Manager
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week	June 2023	Director of Sales – BBR
	Introduce our staff to NAIDOC Week by promoting external events in our local area	June 2023	Director of Sales – BBR
	RAP Working Group to participate in an external NAIDOC Week event	July 2023	Sustainability Manager



Opportunities

Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation	June 2023	People & Culture Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities	June 2023	People & Culture Manager
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses	November 2023	Head of Procurement
	Investigate Supply Nation membership	July 2023	Head of Procurement

Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP	Form a RWG to govern RAP implementation	April 2023	Sustainability Manager
	Review & Update draft a Terms of Reference for the RWG	April 2023	People and Culture Manager
	Establish Aboriginal and Torres Strait Islander representation on the RWG	August 2023	Sustainability Manager
Provide appropriate support for effective implementation of RAP commitments	Define resource needs for RAP implementation	March 2023	People and Culture Manager
	Engage senior leaders in the delivery of RAP commitments	May 2023	People and Culture Manager
	Maintain a senior leader to champion our RAP internally	September 2023	Director of Sales – BBR appointed
	Define appropriate systems and capability to track, measure and report on RAP commitments	March 2023	Sustainability Manager
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence	June annually	Sustainability Manager
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire	1 August annually	Sustainability Manager
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia	30 September, annually	Sustainability Manager
Continue our reconciliation journey by developing our next RAP	Register via Reconciliation Australia's website to begin developing our next RAP	November 2023	Sustainability Manager



Contact Details

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