



# H3C Plus Pty Ltd Reflect Reconciliation Action Plan

(April 2022 to April 2023)



## Statement from the CEO of Reconciliation Australia



Reconciliation Australia welcomes H3C Plus to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

H3C Plus 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 H3C Plus 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 H3C Plus, 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 Vision for Reconciliation

Our vision for reconciliation is to create a just, equal and fair society for all Australians, where relationships are strengthened between First Nations peoples and non-Indigenous Australians, for the benefit of all Australians. We seek to understand and embrace reconciliation at H3C Plus Pty Ltd and develop a greater understanding of Aboriginal and Torres Strait Islander Peoples and cultures.

## Our Objectives

The H3C Plus Reflect Reconciliation Action Plan represents our commitment to reconciliation between Aboriginal and Torres Strait Islander peoples and the wider Australian community.

The main goals of our RAP are:

- Build organizational awareness of peoples, cultures, histories, knowledge, rights and achievements of Aboriginal and Torres Strait Islander peoples and encourage staff to seek additional information specific to the issues in their local area.
- Support career opportunities for Aboriginal and Torres Strait Islander peoples in our business
- Building relationships with Aboriginal and Torres Strait Islander peoples, communities and organizations to support our journey of reconciliation
- Take note of the significant dates to the Aboriginal and Torres Strait Islander peoples and participate in and celebrate National Aboriginal and Islander Observation Day (NAIDOC) and National Reconciliation Week (NRW) to raise awareness of history and community.
- Maintain the RAP Working Group to implement the initiatives outlined in our Reconciliation Action Plan.

## Message from Nicholas Churchill - Director



We are extremely pleased and honoured to introduce the first H3C Plus Reconciliation Action Plan (RAP) 2022-2023. As Australia's leading security solutions company, H3C Plus understands it has a huge role and responsibility to play in using its core skills to help make local communities and societies more sustainable. Reflect RAP is a strategic commitment, within this framework we will actively work towards connecting and working with Aboriginal and Torres Strait Islander peoples. At the same time, we will also develop our unique contributions to the customers we serve. The H3C Plus Reflect

RAP (2022-2023) is our first step in Australia's mediation journey towards a program of sustainability, positivity and benefits. We are always eager and looking forward to immediately embarking on the RAP journey of H3C Plus. It is our desire to make a valuable contribution to reconciliation in Australia.

Nicholas Churchill

## Our business

Our Team at H3C Plus have been providing Security Solutions for over 16 years and has over 50 years of combined experience in the Electronic Security Industry. We serve thousands of clients across Australia and many of these are public entities such as hospitals, schools, shopping centres, etc.

We have consulted, designed, managed and delivered a wide range of projects and solutions not only in the construction industry through complex developments but also through working with you, the End Customer. The relationships developed with our clients are the result of delivering results that exceed their expectations. Our service is second to none and this is one of many things we take pride in, both on a corporate and personal level.

Security Solutions and Services H3C Plus provide:

- Alarm Systems & Monitoring
- Access Control Systems
- Video Surveillance
- Intercom
- Remote Managed Services
- People Counting & Video Analysis
- Security Monitoring & Guarding
- Complex Custom Integrations
- Design and Consultative services
- Specialised and Engineering services

H3C Plus current locations:

- Sydney
- Newcastle
- Melbourne
- Brisbane
- ACT

H3C Plus has a strong network of resources including cabling, fitting off equipment, Installation Technicians, Commissioning Technicians, Electricians, Level 2 Electricians, Supply Consultants, Civil Contractors and various technical specialists. Currently there are 48 individual subcontractors within the groups network.

H3C Plus has more than 100 staff in Australia. The percentage of staff identified as Aboriginal and Torres Strait Islander people has not been determined. Part of this Reflect RAP will help H3C Plus have more accurate data from which active programs can go.

## Purpose and values

The purpose of H3C Plus is:

- Drive progress by protecting people, the environment and assets from technology-related risks.
- Always stay ahead of IT solutions.
- Always approach new IT products and bring those new benefits and technologies to customers and partners.

3 core values that we aim for:

- Innovative solutions, superior services
- Prestige and friendliness
- Equality and fairness

## Our RAP

H3C Plus is developing RAP as a leading security company with a strong presence in Australia. We have a responsibility to use our core skills to help make Australian communities more sustainable.

Developing and implementing a Reflect RAP is a strategic undertaking. Through the Reflect RAP, we will take positive action towards celebrating, connecting and partnering with Aboriginal and Torres Strait Islander peoples. This also provides an opportunity for us to increase their unique contributions to the communities we serve in Australia. Our RAP is underpinned by H3C Plus's sustainability strategy with investment in local communities at its core.

H3C Plus always offers security solutions, protecting security and safety for partners. Help our customers protect themselves, avoid risks and help them become more and more prosperous and rich. However, the risks are increasingly complex, they are always complicated by the issues of climate change, globalization, urbanization and technological development. Investing in local communities to face these risks is at the heart of H3C Plus's sustainability strategy.

We also hope that through this RAP, our team will gain more insights. Through that, they can shape their products and services, leading to better outcomes for their customers.

H3C Plus's first Reflect RAP approach draws on our core skills and global resources to promote equality between First Peoples and all other Australians.

To approach its first Reflect RAP, H3C Plus will draw on its core skills and resources (including financial and human resources) to promote equality between non-Indigenous and Aboriginal and Torres Strait Islander Australians. We share our resources and expertise to help build more sustainable, value-added communities beyond our core business. We will do this by investigating

which organizations, individuals, and communities in our stakeholder base we can best connect with, and by strengthening our connections. with current partners. H3C Plus will also explore the alignment of H3C Plus' global sustainable sourcing program with our local goal of partnering with Aboriginal and Torres Strait Islander peoples.

Community investing is also an important part of our employee engagement strategy. The knowledge and experience our employees gain from our community programs often help us shape our products and services, leading to better outcomes for our customers. The RAP will help us better understand our current Aboriginal and Torres Strait Islander workforce, and identify gaps and opportunities in training and employment. It will also provide an avenue for greater awareness and appreciation of First Nations cultures among our current staff.



## Relationships

H3C Plus will build a network of internal and external relationships with Aboriginal and Torres Strait Islander peoples, businesses and representative communities, which will form the basis of our mediation platform.

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	a. Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	July 2022	Account Manager QA and Compliance Officer
	b. Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	July 2022	QA and Compliance Officer
2. Build relationships through celebrating National Reconciliation Week (NRW).	a. Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	QA and Compliance Officer
	b. RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2022	Operations Manager QA and Compliance Officer
	c. Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW	27 May- 3 June, 2022	QA and Compliance Officer
3. Promote reconciliation through our sphere of	a. Communicate our commitment to reconciliation to all staff.	May 2022	QA and Compliance Officer

influence.	b. Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July 2022	Account Manager Operations Manager
	c. Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	July 2022	Operations Manager QA and Compliance Officer
4. Promote positive race relations through antidiscrimination strategies	a. Research best practice and policies in areas of race relations and antidiscrimination.	October 2022	HR Operations Manager
	b. Conduct a review of HR policies and procedures to identify existing antidiscrimination provisions, and future needs.	July 2022	HR Operations Manager





## Respect

H3C Plus will raise awareness and capacity for our people about Aboriginal and Torres Strait Islander cultures, histories, challenges and achievements.

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning and development.	a. Develop and implement business an overarching cultural learning strategy for the organisation.	August 2022	Account Manager QA and Compliance Officer
	b. Conduct a review of cultural learning needs within our organisation	June 2022	QA and Compliance Officer
	c. Organize Cultural Awareness training sessions.	July 2022	Operations Manager QA and Compliance Officer
	d. Provide opportunities for employees to access external sources of information, such as webinars, outdoor community trips.	Aug 2022	Account Manager QA and Compliance Officer
	e. Survey and assess our leaders' current understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements	Aug 2022	Account Manager QA and Compliance Officer
	f. Organize a guest speaker session each year to raise awareness of the organization's culture.	Sept 2022	QA and Compliance Officer
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural	a. Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	August 2022	Operations Manager QA and Compliance Officer

protocols.	b. Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	June 2022	Operations Manager QA and Compliance Officer
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	a. Raise awareness and share information amongst our staff about the meaning of NAIDOC Week	June 2022	Operations Manager QA and Compliance Officer
	b. Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2022	QA and Compliance Officer
	c. RAP Working Group to participate in an external NAIDOC Week event.	July 2022	Operations Manager QA and Compliance Officer



## Opportunities

H3C Plus will explore opportunities to improve the coverage, affordability and accessibility of our financial products, services and solutions, as well as ways to support financing and capacity building counseling for Aboriginal and Torres Strait Islander peoples. In addition, we will also create employment and education opportunities for Aboriginal and Torres Strait Islander peoples. We aim to improve the proportion of Aboriginal and Torres Strait Islander employees in H3C Plus.

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	a. Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	March 2023	HR Operations Manager
	b. Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March 2023	HR Operations Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	a. Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	July 2022	Business Development Manager
	b. Investigate our Supply Nation membership	Feb 2023	Directors Operations Manager
10. Continue to improve H3C Plus care and service delivery for Aboriginal and Torres Strait Islander customers	a. Develop opportunities to build strong relationships with current Aboriginal and Torres Strait Islander member organisations.	April 2022	Operations Manager
	b. Develop a dedicated Country Marketing Strategy to attract and recruit new Aboriginal and Torres Strait Islander members.	July 2022	Operations Manager



## Governance

H3C Plus will develop effective governance and validation consultation processes to inform and guide the development and implementation of our 12-month Reflect RAP. We will continue to evolve our RAP journey to make more positive contributions to local Aboriginal and Torres Strait Islander communities.

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	April 2022	Account Manager QA and Compliance Officer
	Draft a Terms of Reference for the RWG.	April 2022	Account Manager QA and Compliance Officer
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	April 2022	Account Manager QA and Compliance Officer
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation	April 2022	Account Manager QA and Compliance Officer
	Engage senior leaders in the delivery of RAP commitments.	May 2022	Account Manager QA and Compliance Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	May 2022	Account Manager QA and Compliance Officer

<p>13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally</p>	<p>Contact Reconciliation Australia to ensure that our primary and secondary contacts are up-to-date to ensure we are receiving important correspondence.</p> <p>Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Measurement Questionnaire.</p> <p>Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</p>	<p>June 2022</p> <p>1 August 2022</p> <p>September 2022</p>	<p>Account Manager QA Compliance Manager</p> <p>Account Manager QA and Compliance Officer</p>
<p>14. Continue our reconciliation journey by developing our next RAP</p>	<p>Register via a <a href="#">Reconciliation Australia's website</a> to begin developing our next RAP</p>	<p>December 2022</p>	<p>Account Manager QA and Compliance Officer</p>

#### H3C Plus Pty Ltd - Reflect Reconciliation Action Plan

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