



Reconciliation Action Plan

April 2023 – April 2024

Acknowledgement of Country

We acknowledge and pay our respect to the Traditional Custodians of the lands and waters of Gadigal people of the Eora Nation, and all Aboriginal Elders, past, present and emerging.

We respectfully acknowledge the Traditional Custodians of the land and waters of Gadigal people of the Eora Nation, and their continuing cultural, spiritual customs and practices.

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Reflect RAP CEO statement: FleetPartners Group

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

FleetPartners 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 FleetPartners 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 FleetPartners, 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

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Yandambulan Marri Newi

Yandambulan Marri Nuwi means partnerships

Celebrating the core values and partnerships is this beautiful piece titled Yandambulan Marri Nuwi meaning “Partnerships”.

The concentric large circles represent all the locations of FleetPartners throughout Australia and New Zealand, the core values of CARE, built on Collaboration, Accountability, Reimagine and Excellence.

Inside the circles are the layers of FleetPartners, their valued staff, associates, partners and customers.

Throughout this beautiful artwork is the topography of the lands, our beautiful country.

The white lines are our safe pathway journeys, a place to belong, to care for, to respect and to be connected.

The small circles and dots are all the small region towns we all visit and travel. A place of coming together, to celebrate and embrace, a place of reflection and building long lasting partnerships.

Dalmarri



Our Vision

FleetPartners has gone through significant change and turnaround over the course of the last three years and we believe now is the right time to develop a group-wide endorsed RAP and work effectively with meaning with Aboriginal and Torres Strait Islander stakeholders to increase awareness, education and participation in the Financial services sector.

Our RAP champion is Zoe Hugginson – Chief People Officer who is dedicated to ensuring employees are informed and engaged on this important initiative. FleetPartners has also formed a working group to:

Lead and oversee the development and implementation of the RAP key actions and compliance with the timeframes

Report on the status of RAP to the executive team

Work with both internal and external stakeholders to deliver meaningful successful outcomes linked to the vision.

This marks our first step in the FleetPartners journey and we look forward to developing our relationships with Aboriginal and Torres Strait Islander organisations

and stakeholders, improving our understanding, educating our workforce and striving to become a more inclusive workforce and community.

Our RAP Working Group members

Anna Nicol – Employee Experience Lead

Chris Flynn – P&A Funding Analyst

Edward Prescott – Bid & Strategy Manager

Melissa George – People & Culture Business Partner

Natalie Stevens – Lead Product Owner

Steve Protogeros – Head of New Business

Zoe Hugginson – Chief People & Culture Officer

Our vision for reconciliation is to:



Educate our employees to ensure past histories are understood with acceptance and the diverse cultural backgrounds and experiences of Aboriginal and Torres Strait Islander peoples are valued.



Create opportunities within our workforce providing traineeships for Aboriginal and Torres Strait Islander peoples and providing sustainable employment and economic opportunities.



Message from CEO

I am proud to present the FleetPartners inaugural Reflect Reconciliation Plan (RAP), which marks the beginning of the long-term commitment to support the Aboriginal and Torres Strait Islander peoples.

FleetPartners is committed to doing more than striving for the aspirational goal of exceptional service for our customers. We concentrate our efforts around, and continuously measure, each customer interaction in order to ensure our service exceeds our customers' expectations. This is mirrored in our commitment to Diversity, Equity and Inclusion and is evidenced through our passion and dedication in delivering on the goals and objectives outlined within this report.

The purpose of our RAP is to educate and build knowledge on both the culture and traditional practices of Aboriginal and Torres Strait Islander peoples within our organisation through educating our employees on shared histories.

We are committed to supporting a future of reconciliation with all Aboriginal and Torres Strait Islanders, and equal opportunities exist for all indigenous Australians.

We are focused on developing strong relationships and improving our engagement with Aboriginal and Torres Strait Islanders stakeholders to achieve our commitment to promoting and maintaining equality across our workforce.

We are passionate about undertaking these important first steps to reconciliation and look forward to sharing the experiences of our journey over the next twelve months.

Our current partnership and activities:

Throughout FleetPartners we are committed to progressively identifying, supporting and creating opportunities for Aboriginal and Torres Strait Islander partnerships.

The current projects include:

Celebration of NAIDOC week

A commitment to track our progress against the intentions within this action plan by firstly understanding the demographics of our workforce

Developing partnership with ID. Know Yourself (IDKY) an Aboriginal-led, grassroots organisation that supports Aboriginal children living in the out-of-home-care system and advocates for social change to break the cycle and create better outcomes for our young people.





Our Business

FleetPartners is one of Australia's leading providers of fleet management services operating in Australia and New Zealand. With approximately 500 employees, our products include a comprehensive range of motor vehicle fleet services from acquisitions, leasing, in-life fleet management and remarketing.

Our focus is on providing excellent service and value add solutions for our customers which translates into high growth for our shareholders. We do this with:

A commitment to customer, first

A commitment to putting our customer first by delivering outstanding customer service and experiences, including Net Promoter Scoring (NPS).

Cut-through proprietary technology

The development and launch of purpose-built digital solutions and apps which provide our customers with real-time visibility of their fleets for more effective management and reporting, to drive efficiency, cost savings and improved safety.

A highly tuned, diversified funding model

A well-established, scalable and diverse funding model which provides cost-effective, capital efficient and innovative funding solutions.

In Australia we have the following locations;

New South Wales on the land of Gadigal people of the Eora Nation,

Victoria on the Wurundjeri Woi Wurrung Nation (Wurundjeri people), and

Queensland on Yuggera land.

Across each of these locations we have 0.3% (1 employee) of our employees have identified as Aboriginal and/or Torres Strait Islander people.

Our Values



Our commitment to our customers is deeply embedded in our organisation and forms the basis for our values – CARE. By delivering these values of Collaboration, Accountability, Reimagine and Excellence we believe we can provide a truly exceptional service to our customers.



FleetPartners is committed to practising sustainable and ethical business practices. FleetPartners recognise our responsibility to respect human rights and take steps to combat modern slavery and other human rights violations in our operations and our supply chain, and operate in accordance with our Code of Conduct.



Our RAP

In 2023, the development of a Reflect Reconciliation Action Plan (RAP), will be the first key step in achieving FleetPartners’ reconciliation journey and will provide the foundation to ensure our contributions to reconciliation are meaningful, sustainable and achieve the objectives as set out below.

FleetPartners has established a Reconciliation Action Plan working group (RWG) and the Group will be led by Zoe Hugginson – Chief People Officer who will be responsible for implementing plans under our RAP with the full support of the RAP working group.

6.1 Section 1 – Relationships

FleetPartners acknowledges the importance of developing strong relationships based on mutual respect and trust. FleetPartners recognises that our service delivery to Aboriginal and Torres Strait Islander children, young people and their families’ needs to be informed by Aboriginal and Torres Strait Islander peoples’ values, beliefs and cultures.

FleetPartners’ RAP will support our organisation to build meaningful working relationships with Aboriginal and Torres Strait Islander peoples to enhance access to justice for Aboriginal and Torres Strait Islander children, young people and their families.



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.	January 2024	Chief People Officer
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	January 2024	Chief People Officer
Build relationships through celebrating National Reconciliation Week (NRW).	Create awareness and share Reconciliation Australia’s NRW resources to all employees.	May 2023	P&C Business Partner
	RAP working members to participate in an NRW external event.	27 May – 3 June 2023	Chief People Officer
	Encourage and support employees to participate in at least 1 external NRW event.	27 May – 3 June 2023	Chief People Officer
Promote reconciliation through our sphere of influence.	Identify RAP and other suitable organisations to collaborate with on developing our reconciliation journey.	May 2023	Chief People Officer
	Communicate our commitment to reconciliation publicly.	May 2023	CEO
	Executive to communicate FleetPartners’ RAP and reconciliation commitments to all employees.	May 2023	Chief People Officer
	Continue to identify and grow partnerships with external stakeholders to engage with on our reconciliation journey.	December 2023	Head of new business



6. Our RAP continued

Action	Deliverable	Timeline	Responsibility
Promote positive race relations through anti-discrimination strategies.	Conduct a thorough review of P&C policies and guides to identify existing anti-discrimination provisions and future needs.	June 2023	CPO
	Design and implement any required new policies or update current policies in areas of race relations and anti-discrimination.	June 2023	CPO
	Research best practice and policies in areas of race relations and anti-discrimination.	June 2023	P&C Business Partner

6.2 Section 2 – Respect

FleetPartners is committed to respecting and acknowledging the values, perspectives and experiences of staff, volunteers, clients and stakeholders. FleetPartners believes that respect for Aboriginal and Torres Strait Islander peoples, cultures, lands and histories is fundamental to create a safe environment for Aboriginal and Torres Strait Islander peoples to access our services and work with our organisation. FleetPartners Reconciliation Action Plan will support our organisation to ensure our policies and practice reflect these values.

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 structured roadmap for increasing awareness in understanding, value and recognition for aboriginal & Torres Strait Islander cultures, histories, knowledge and rights for all employees.	July 2023	Chief People Officer
	Conduct a review of cultural learning needs and current gaps within our organisation.	January 2024	P&C Business Partner
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop and understanding of local Traditional Owners or Custodians of the lands and waters within our Groups locations.	July 2023	Head of new business
	Increase all employees understanding of the purpose and significance behind cultural protocols including Acknowledgement of Country and Welcome to Country protocols.	July 2023	Chief People Officer P&C Business Partner



6. Our RAP continued

Action	Deliverable	Timeline	Responsibility
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Prepare and circulate a calendar of significant Aboriginal and Torres Strait Islander dates, with particular attention to local events to all employees.	October 2023	P&C Business Partner
	Promote local NAIDOC week events to staff.	July 2023	Executive Team P&C Team
	FleetPartners executive and RAP working group to participate in an external NAIDOC week event.	First week in July 2023	Chief People Officer Head of new business
	Raise staff awareness and share information amongst our staff about the meaning of NAIDOC Week.	First week in July 2023	Chief people officer P&C business partner
Investigate opportunities to create a culturally welcoming workplace for Aboriginal and Torres Strait Islander peoples.	Display Aboriginal and Torres Strait Islander flags, maps, painting posters and artworks in our offices.	April 2023	Chief People Officer Marketing Director
	Display Aboriginal and Torres Strait Islander artwork in the office and where appropriate on the FleetPartners website.	April 2023	Chief People Officer Marketing Director

6.3 Section 3 -Opportunities

FleetPartners recognises and respects the wealth of knowledge and experience that Aboriginal and Torres Strait Islander peoples have, not only as Australia's First Peoples of Australia but also as experts of the children and young people in their families and communities. FleetPartners is committed to providing real and meaningful employment opportunities for Aboriginal and Torres Strait Islander peoples at all levels of the organisation. FleetPartners' Reconciliation Action Plan will support our organisation to investigate opportunities with Aboriginal and Torres Strait Islander staff, communities and organisations and ensure that FleetPartners is inclusive and a culturally appropriate organisation.

Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Review current workforce demographics to understand current Aboriginal and Torres Strait Islander representation within the workforce.	June 2023	Chief People Officer
	Review and understand and any potential barriers to future Aboriginal and Torres Strait Islander employees employment and professional development opportunities.	June 2023	P&C Business Partner
	Explore work experience program for Aboriginal and Torres Strait Islander students.	June 2023	Chief People Officer
	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	June 2023	Chief People Officer
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Investigate Supply Nation membership.	June 2023	Group Head of Legal Chief People Officer
	Develop a plan for procurement from Aboriginal and Torres Strait Islander owned businesses.	June 2023	Group Head of Legal

6. Our RAP continued

6.4 Section 4 – Governance, Tracking Progress and Reporting

FleetPartners is committed to tracking the progress of our Reconciliation Action Plan to ensure that it is meaningful and facilitates relationships, respect and opportunities. FleetPartners’ Reconciliation Action Plan will support our organisation to ensure there is effective governance to facilitate the Reconciliation Action Plan and will provide a structured roadmap and strategy to report key learnings, challenges and achievements.

Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain an RWG to govern RAP implementation.	April 2023	Chief People Officer
	Draft a RAP charter for the RWG.	June 2023	P&C business partner
	RWG to meet regularly to oversee RAP implementation and governance.	April 2023	P&C business partner
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	April 2023	Chief People Officer
Provide appropriate support for effective implementation of RAP commitments.	Engage FleetPartners Board and executive team in the delivery of RAP commitments.	July 2023	Chief People Officer
	Present RAP deliverables to the Board of FleetPartners to ensure alignment and strong governance.	July 2023	Chief People Officer
	Define resource needs for RAP implementation.	May 2023	Lead: Chief People Officer Support: ECX executive team
	Define appropriate goals and capability to track, measure and report on RAP commitments.	May 2023	Lead: Chief People Officer Support: ECX executive team

Action	Deliverable	Timeline	Responsibility
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP impact questionnaire,	September 2023	Lead: CEO Support: Executive team
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia’s website to begin developing our next RAP.	January 2024	Chief People Officer





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