



**WHITE SPOT
GROUP** | Commercial
Industrial
Strata

Reflect Reconciliation Action Plan

May 2024 - October 2025



RECONCILIATION
ACTION PLAN

REFLECT



Acknowledgement of Country

WSG acknowledges the Traditional Custodians throughout Australia, and their continuing connection to land, waters and community.

We pay respect to Elders, past, present, and emerging and acknowledge all Aboriginal and Torres Strait Islander people's rich histories, cultures and stories.

Statement from CEO of Reconciliation Australia

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

White Spot Group joins a network of more than 2,500 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 White Spot 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 White Spot 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

Message from Managing Director



With guidance from Reconciliation Australia, White Spot Group is thrilled to develop our first Reconciliation Action Plan (RAP). Since its beginning, WSG has nurtured an inclusive and respectful culture that values the diversity of our community. The RAP offers us an incredible opportunity to formalize a roadmap for engaging respectfully with First Nations stakeholders.

Aligned with Reconciliation Australia's guidance, we acknowledge our social responsibilities as a business, which include:

- Understanding and valuing Aboriginal and Torres Strait Islander peoples, cultures, rights, and experiences.
- Providing equal opportunities for Aboriginal and Torres Strait Islander peoples and organizations,
- Acknowledging and upholding the unique rights of Aboriginal and Torres Strait Islander peoples.
- Educating our employees and shareholders to foster a better understanding of Aboriginal and Torres Strait Islander histories and the rich cultures that exist across the nation.

As an immigrant, I was amazed by the beautiful First Nation cultures, and I was impressed by Aboriginal and Torres Strait Islander peoples spiritual connection to the land, and their remarkable strength and resilience in times of adversity. It was with this in mind that I founded White Spot Group, and I have always carried the question of what more we can do in our shared reconciliation journey. It is with great excitement that I became aware of the Reconciliation Action Plan program and Reconciliation Australia, and it fills me with immense pride to contribute to the roadmap towards a more united Australia.

As a modest cleaning company founded in 2014, WSG acknowledges its roots and limitations as a small and relatively young organization. Nevertheless, we are wholeheartedly dedicated to offering our best to our community and the First Nation Peoples. We take a proactive stance in developing a RAP, actively engaging in community initiatives, guided by our firm belief that businesses should not only thrive but also fulfill their social responsibilities. We hold a steadfast belief in the significance of a reconciled and united Australia.

The RAP articulates the actions and commitments that WSG will undertake in the course of successive RAPs. We take pride in being part of the reconciliation journey and are genuinely excited to witness a more united Australia.

Benji Kushwaha
Managing Director

OUR BUSINESS

Established in 2014, **White Spot Group** is a privately owned Australian company, delivering a wide range of professional services and cleaning solutions. Our clients span the commercial, industrial, strata and private sectors.

Our mission is to work in partnership with our clients to:

- Deliver a high standard of performance and superior results
- Achieve excellence in customer service and 100% satisfaction
- Promote cleanliness, hygiene, safety and productivity in the workplace

We aim to be the leading cleaning and facility management company in Australia through:

- Best industry work practices and continuous improvement
- Use of sustainable and safe products and practices
- Investment in staff training and proper remuneration
- Providing a safe, healthy, and respectful work environment

Our core facility service offerings are

- Cleaning
- Grounds
- Support Services – including waste management, pest control, hygiene and consumable supply.

With head offices in Sydney, White Spot Group employ 150+ full-time and part-time cleaners, supervisors and support team. Currently we are unaware of any staff who identify as an Aboriginal and/or Torres Strait Islander person. We operate Australia-wide with a diverse range of customers from commercial office buildings, public transport, strata management companies, medical centers, child-care and aged care facilities, through to retails, large scale commercial and warehousing operations.

We have three main offices located in

- Glendenning, New South Wales
- Melbourne, Victoria
- Canberra, ACT

OUR RAP

At White Spot Group, we believe that reconciliation is essential to build respectful and mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples and to take meaningful steps towards acknowledging and addressing the injustices faced by First Nations peoples.

The development of our RAP aligns with our company's existing policy that places a strong emphasis on equality and diversity in the workplace. By implementing a RAP, we aim to enhance the sense of inclusion, respect, and understanding among our workforce, which will ultimately lead to a more harmonious and collaborative work environment.

WSG management team is highly supportive of reconciliation efforts and recognizes the importance of their leadership in driving change. Management Team will take responsibility for overseeing the RAP's implementation and actively promoting its objectives throughout the organization.

Our RAP Champion is Emily Sha, General Manager who will lead WSG in driving internal engagement and awareness of the RAP across the business.

To ensure widespread awareness and understanding of the RAP's significance, we will conduct thorough training and communication sessions for all employees. These efforts will educate our staff about the historical context of reconciliation, the purpose of the RAP, and the positive impact it can have on our workplace and beyond.

Moreover, our RAP will outline specific actions and initiatives that White Spot Group will undertake to actively contribute to reconciliation. This may include participation in activities, celebrations and events, promoting and supporting Aboriginal and Torres Strait Islander-owned businesses, creating opportunities for First Nations employment and career development, giving back to indigenous communities via charity events.

The development of our Reconciliation Action Plan (RAP) is driven by our workplace's commitment to equality, diversity, and respect for all cultures. We intend to approach its implementation by involving all staff, led by our management team, and promoting awareness and understanding of its importance throughout White Spot Group. Through these efforts, we hope to make meaningful contributions to reconciliation in Australia and foster a more inclusive and harmonious work environment.

The RAP Network



The RAP Network

Where RAP professionals gather from many places to advance reconciliation together.

Website: <https://rapnetwork.mn.co/collections>

The RAP Network is a private network designed by the team at Reconciliation Australia. This network enables us to connect with others developing and implementing Reconciliation Action Plans, stay updated on incoming activities and events, receive notifications about any updates, and enhance our understanding of the rich histories, cultures, and stories of Aboriginal and Torres Strait Islander people.

Aiming to gain a better understanding and knowledge of the Reconciliation Program, WSG has registered as a member of The RAP network. Within the community, WSG has improved awareness and understanding of the Reconciliation Program, staying updated on reconciliation news and activities. This effort has further enabled us to develop a meaningful and practical partnership strategy and Reconciliation Action Plan with Aboriginal and Torres Strait Islander peoples and organizations.

Participating and Celebrating NAIDOC Week.

For Naidoc NAIDOC Week 2023, WSG celebrated by:

- Introducing NAIDOC Week to all employees.
- Promoting NAIDOC Week on all our social networks.
- Applying a NAIDOC Week email signature to promote the event to our external shareholders.

Approaching and Actively Involving Aboriginal and Torres Strait Islander-owned Organisations in Our Supply Chain.

WSG has been actively pursuing partnerships with First Nations suppliers. Our diligent procurement team are working on identifying potential partners on Supply Nation, seeking meaningful and practical collaboration opportunities. We've successfully collaborated with the talented Aboriginal artist Caitlin Trindall on marketing design projects. Additionally, we're actively seeking partnership opportunities with Nulla Office Supplies, a Supply Nation registered company, in relevant tenders and projects.

Participating in RAP Program Information Webinar and All Other Events Organised By Reconciliation Australia

Engage in the RAP Program Information Webinar and actively participate in any associated events and activities to further enhance our understanding and engagement of the Reconciliation Program.

Communicating and Educating Our People

- Updating existing documentation with an 'Acknowledgement of Country Statement,'
- Incorporated 'Acknowledgement of Country Statement' into new internal and external documentation.
- Added a specially designed email signature to promote awareness of Aboriginal and Torres Strait Islander cultures.
- Including an education session in our staff newsletter to advocate for Aboriginal and Torres Strait Islander histories and cultures



RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</p>	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	<p>May 2024</p>	<p>QA Officer</p>
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	<p>May 2024</p>	<p>Marketing Manager</p>
<p>Build relationships through celebrating National Reconciliation Week (NRW).</p>	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	<p>May 2024 annually</p>	<p>Operation Manager</p>
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	<p>27 May- 3 June 2024 annually</p>	<p>General Manager</p>
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	<p>27 May- 3 June 2024 annually</p>	<p>Managing Director</p>
<p>Promote reconciliation through our sphere of influence.</p>	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	<p>August 2024</p>	<p>Marketing Manager</p>
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	<p>September 2024</p>	<p>General Manager</p>
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	<p>October 2024</p>	<p>Sales Manager</p>
<p>Promote positive race relations through anti-discrimination strategies.</p>	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	<p>November 2024</p>	<p>General Manager</p>
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	<p>December 2024</p>	<p>HR Manager</p>

RESPECT



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</p>	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	February 2025	General Manager
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	March 2025	HR Manager
<p>Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</p>	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	March 2025	General Manager
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	April 2025	Managing Director
<p>Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</p>	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	June 2024 annually	Marketing Manager
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	June 2024 annually	Marketing Manager
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week in July 2024 annually	General Manager



OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</p>	<ul style="list-style-type: none"> • Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	February 2025	General Manager
	<ul style="list-style-type: none"> • Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	February 2025	General Manager
<p>Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</p>	<ul style="list-style-type: none"> • Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	March 2025	General Manager
	<ul style="list-style-type: none"> • Investigate Supply Nation membership. 	March 2025	QA Officer

GOVERNANCE



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</p>	<ul style="list-style-type: none"> Form a RWG to govern RAP implementation Draft a Terms of Reference for the RWG. Establish Aboriginal and Torres Strait Islander representation on the RWG. 	<p>August 2024</p> <p>September 2024</p> <p>October 2024</p>	<p>General Manager</p> <p>QA Officer</p> <p>General Manager</p>
<p>Provide appropriate support for effective implementation of RAP commitments.</p>	<ul style="list-style-type: none"> Define resource needs for RAP implementation. Engage senior leaders in the delivery of RAP commitments. Appoint a senior leader to champion our RAP internally Define appropriate systems and capability to track, measure and report on RAP commitments. 	<p>September 2024</p> <p>September 2024</p> <p>September 2024</p> <p>September 2024</p>	<p>HR Manager</p> <p>Managing Director</p> <p>Managing Director</p> <p>General Manager</p>
<p>Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</p>	<ul style="list-style-type: none"> 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. Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey. Complete and submit the annual RAP Impact Survey to Reconciliation Australia. 	<p>June annually</p> <p>1 August annually</p> <p>30 September, annually</p>	<p>QA Officer</p> <p>QA Officer</p> <p>QA Officer</p>
<p>Continue our reconciliation journey by developing our next RAP.</p>	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	<p>September 2025</p>	<p>General Manager</p>

CONTACT DETAILS:

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