

The background is an abstract painting featuring large, bold, organic shapes in various colors: deep blue, teal, red, pink, yellow, and grey. Two prominent light-colored circular shapes are covered in dark, hand-painted dots, resembling cookies or a patterned fabric. The brushstrokes are visible, giving it a textured, artistic feel.

## BGIS DISABILITY ENGAGEMENT AND INCLUSION PLAN

2020

## WITH SPECIAL THANKS

### OUR PARTNERS



### COVER ART BY NEKTARIA K RENFREE

© Nektaria Renfree

Nektaria is a multimedia artist based in Melbourne. In 2006, she was diagnosed with Multiple Sclerosis and temporarily lost her vision and in 2009 was the recipient of the MS Australia's Arts Scholarship. Her work has been shown in several exhibitions and galleries, the Arts Access Leasing Catalogue and at the NDIS and Brotherhood of St Laurence offices in Coburg. In 2019, Nektaria worked on several projects in partnership with Moreland City Council, the Brotherhood of St Laurence, Arts Access Victoria and Brunswick Arts Space.

Nektaria has also worked as a disability advocate, a community development coordinator and a board member for organisations such as the Disability Advocacy Group with the City of Moreland.



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# Introduction

**BGIS has a deep commitment to our culture and values in the way we engage and interact with our staff, our clients, our business partners and the communities in which we work. We understand that our presence in the community can bring about significant and lasting socio-economic benefits.**

We believe inclusive workplace environments incorporate new and different ways of thinking, interacting and working into the way business is done so that all individuals, whether members of majority or minority groups, are able to contribute to BGIS' success and their own.

BGIS promotes this specifically by:

- Promoting a culture in which the benefits of a diverse workforce are fully acknowledged
- Raising awareness that a diverse and inclusive workplace can lead to innovation, provoke thought and drive better business outcomes
- Educating our people to understand how subconscious bias can affect the way we consider different or new ways of thinking
- Promoting a culture where staff members can come to work knowing they are welcomed in an inclusive environment, feel comfortable to bring new thoughts to the table
- Our partnership with NDS, supporting participation, inclusion and opportunities for people with a disability across all our Australia-based opportunities.

BGIS' values align with the Disability Discrimination Act 1992, which makes it unlawful to discriminate against a person, in many areas of public life, including employment, education, getting or using services, renting or buying a house or unit, and accessing public places, because of their disability. We believe genuine inclusion of those with disabilities drives real outcomes for the communities in which we operate through social and economic engagement. We also share the stance that overcoming social disadvantages requires long-term, generational commitment from strongly performing businesses like BGIS.

BGIS has prepared this Disability Engagement & Inclusion Plan (DEIP) to outline:

- Our vision for increased engagement and inclusion of people with disabilities
- Our Disability Action Plan:
  - Employment opportunities for people with disabilities
  - Business opportunities for Disability Enterprises
- Our communication and awareness strategies
- Our commitment to communicate and report our disability engagements

## Background

BGIS is a leading provider of facility management services, project delivery services, energy and sustainability solutions, building performance management, workplace advisory and management and real estate services. Our talented team of over 7,000 people operates across 32 offices in Canada, United States of America, Australia, Asia and New Zealand.

Our clients are from a diverse range of sectors, including defence, justice, government, education, healthcare, utilities, finance, telecommunications, property, resources, oil and gas and sport and leisure. We manage over 30,000 client locations totalling more than 31 million square metres in a portfolio of corporate offices, retail, universities, schools, hospitals, venues & stadiums, institutions, bases, remote townships, warehouses, industrial assets and data centres.

Our services are delivered as an integrated or standalone solution, bespoke to our clients' needs. Partnering with BGIS allows our clients to focus on their core business and strategic directions, confident in the knowledge that BGIS will take care of their property portfolio as if it were our own.



## Facilities Management

BGIS delivers integrated facilities management solutions and strategic asset life-cycle management through both strategically planned and reactive maintenance programs. We drive a culture of innovation and sustainability to meet evolving client requirements. Our services include:

- Asset management
- Building operations and maintenance management
- Soft FM services: front of house, security, cleaning, catering, waste, grounds and gardens, and
- Hard FM and technical services: mechanical, electrical, hydraulic, plumbing, fire and air-conditioning.

## Workplace Solutions

BGIS provides workplace consulting, change management and technology solutions to unlock our clients' future working potential and to facilitate their adoption of new environments and efficiencies. Our services include:

- Workplace strategy
- Interior design
- Change management
- Portfolio management and analytics
- Relocation services
- Drawing management and space planning, and
- Occupancy management

## Real Estate Management

Effectively managing your real estate assets, providing independent advice and tailored solutions to maximise value and efficiencies for our clients. Our services include:

- Transaction and advisory services
- Lease administration
- Property management
- Property accounting, and
- REITs and property.

## Project Delivery

Delivering flexible project and construction management models by applying process and ownership to drive consistent quality and value for our clients. Our services include:

- Program and project management
- Feasibility studies
- Design
- Procurement
- Consultant engagement and approvals
- Construction, and
- Commissioning to hand-over

## Professional Services

Planning, consulting and engineering services to support the efficient operation of your buildings and your businesses' long-term sustainability. Our services include:

- Capital planning and asset management
- Consulting professional services: building energy efficiency, sustainability, audits and certification, Green Star, NABERS, WELL, and
- Engineering consulting services

## Objectives

The objective of this DEIP is to ensure that we thoroughly utilise the opportunity we are given through our business operations and the clients we support. BGIS makes the most of our position to ensure people with disabilities have increased and ongoing engagement in the communities in which we deliver our services to support our clients.

## Action Plan

As part of our targets for diversity and in accordance to the Disability Discrimination Act, BGIS looks for opportunities and will continue to employ workers with a disability and work with Disability Enterprises, as detailed in the table below.

ACTION	TARGET	OWNER	TIMELINE
Provide opportunities for Disability Enterprises utilised across BGIS	\$500k spend with Disability Enterprises per annum	Procurement Director	31 March 2021, then Annually
Update of business Request to Hire (RTH) form, giving the hirer the option to consider if the role is suitable for someone with a disability	Update of BGIS RTH form with a new field and then link to information on the different options available for consideration	Head of Recruitment	30 June 2020
Provision of employment opportunities for people with disabilities	Issue survey to identify diversity of workplace to set benchmark	Diversity & Inclusion (D&I) Committee	31 March 2021, then Annually
Annual issue of diversity survey	Annual increase in the number of staff that identify as having a disability	Diversity & Inclusion Committee	Annually
NDS/BuyAbility vendor session hosted	At least two sessions held online or hosted to provide awareness of BuyAbility across the business	Procurement Director	Annually

## Legal and Other Requirements

The setting of goals, targets and successes of this Disability Engagement and Inclusion Plan will be determined through the following legal and other requirements:

- UN Convention on the Rights of Persons with Disabilities (UNCRPD)
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013 (Cth)
- BGIS Diversity and Inclusion Policy (CSR-P-003)
- BGIS Positive Work Environment Policy (HR-P-003)
- Code of Business Conduct and Ethics (HR-P-015)

## Roles and Responsibilities

The following table details how the key roles and functions play a critical role in the successfully delivery of this Plan:

ROLE	RESPONSIBILITY
Diversity and Inclusion (D&I) Committee	<ul style="list-style-type: none"><li>• Work with the broader BGIS business to deliver the objectives of the DEIP</li><li>• Design and implement a Disability Employment Strategy to increase recruitment, retention and professional development of people with disabilities, and</li><li>• Education session on the D&amp;I Policy.</li></ul>
People & Culture	<ul style="list-style-type: none"><li>• Demonstrate respect to people with disabilities by embedding cultural awareness training across the business.</li></ul>
Procurement	<ul style="list-style-type: none"><li>• Maintaining a Register of Disability Enterprises</li><li>• Collaborate with FM Industry partners to deliver an industry-wide commitment to disability service provider opportunities, and</li><li>• Increase Disability Enterprise diversity to support improved economic and social outcomes.</li></ul>
Champion of Change	<ul style="list-style-type: none"><li>• Support client accounts to promote the use of BuyAbility.</li></ul>



# Implementation

To deliver on the objectives of the DEIP, we have implemented a support framework to identify and create opportunities for people with disabilities as outlined in below diagram.



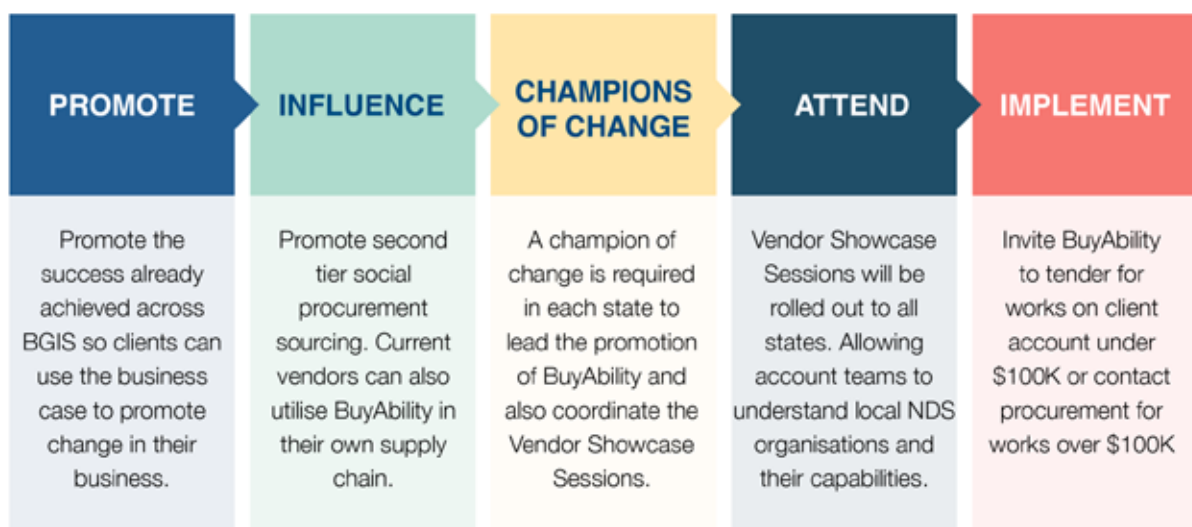
## Supply Chain

BGIS continues to incorporate Disability Enterprise diversity within our organisations and supply chains through:

- Allocating procurement spend through BuyAbility businesses
- Communicate to employees a list of disability enterprises that can be used to procure goods and services
- Investigating opportunities to collaborate with Disability Enterprises, and
- Encouraging second-tier procurement sourcing with Disability Enterprises



BGIS procurement policy and purchasing guidelines includes giving minimum weighted preference to Aboriginal, Local and Diverse businesses in all tender evaluations as part of our approach to Sustainable Procurement. Our overall approach is outlined in the diagram below:



BGIS will deliver authentic and genuine business opportunities for Disability Enterprises through the following tools and partnerships:

## BGIS Supplier Directory

BGIS Procurement team have produced an online Supplier Directory to support our client account teams to easily identify and engage preexisting (and pre-qualified) Disability Service Enterprises.

This Supplier Directory also identifies for account teams the following key data about each supplier:

- SME Identification
- Indigenous ownership
- Disability Service Enterprise
- Social Traders Enterprise
- Regional Presence
- Vendor rating
- Avetta Registration

BGIS engages Disability Service Enterprise as preferred suppliers in our client accounts wherever possible.

SUPPLIER ID	ABN	SUPPLIER NAME	STREET ADDRESS	SUBURB	PHONE NO.	WORK EMAIL	Rating	Avetta Registered	Not Safety Sensitive	Manually Pre-qualified	Current Contract w/BGIS	Spend in last 12 Months	Indigenous Owned Enterprise	Disability Service Enterprise	Social Traders Enterprise	Small & Medium Enterprise	AvettaID
WINGGEE000001	15420712522	Winggee Community Initiatives Group Ltd	Unit 1, 4 & 8 Parker Street	Broomby		info@wingeelife.com.au	★★★★	✓			✓	✓		✓			250044109
AFRICA000001	25021815403	AFRICA SERVICES	7 Catherine Creek	WARRABROOK	8378802207	service@fraserfraser.com.au	★★★★	✓			✓	✓		✓			250044109
NATIONAL0001	12020454583	National Disability Services Ltd	Unit 12 48 Southern Street	Sydney	0202045832	ngp@nationaldisability.com.au	★★★★	✓			✓	✓		✓			250011279
BALDWIN0001	24000887588	BALDWIN SHIRE COUNCIL	210 Southern Cross Drive	BALDWIN	0808811058	info@baldwin.shire.nsw.gov.au	★★★★	✓			✓	✓		✓			
BEYFORD0001	2400044035	Beeford Phoenix Incorporated	415 Goodwood Road	BRACKLEMAN	0882756211	info@beefordgroup.com.au	★★★★	✓			✓	✓		✓			250011483
CHINA000001	64000188174	China Australia Ltd		WICKHAM	0800047818	info@chinaaustralia.com.au	★★★★	✓			✓	✓		✓			250011483
WESTERN0001	90146391332	West Western Regional Council	PO Box 156	Manjim	0800773888	west@westwesternregional.com.au	★★★★	✓			✓	✓		✓			148100

Caption: a screen capture of the online supplier directory staff use to find vendors. It highlights whether the vendors are a disability enterprise.

## **BGIS and BuyAbility (a service of National Disability Services) partnership achieving results**

BGIS is unique in its alliance with the National Disability Services (NDS). NDS is the Australian peak body for non-government Disability Enterprises representing around 1,000 non-government service providers. BGIS has signed a national agreement with the NDS - the first property and FM organisation to do so, and the only one with active engagements in place. While BGIS have engaged with Disability Enterprises prior to our partnership with the NDS, this relationship has allowed us to streamline and promote Social Procurement with our clients.

Through this agreement, the BuyAbility service is implemented across BGIS's extensive supply chain network. The primary aim of the partnership is to promote the benefits of employing people with disability across BGIS core business areas, including real estate management services, facilities management, professional services, project delivery services and workplace solutions.

Through NDS, the BuyAbility program is designed to increase employment opportunities for people with disability through the promotion, connection and management of socially responsible procurement opportunities for Australian Disability Enterprises. Achieved through their network of Disability Enterprises, we work together to identify appropriate and geographically suitable scopes of work for opportunities in facilities management services, e.g. grounds maintenance, cleaning and/or contact centre support.

Working with NDS has also helped BGIS to improve our own processes such as the inclusion of awareness training during staff and contractor inductions.

BuyAbility has been working closely with the BGIS procurement team to develop a true partnership to gain as many opportunities as possible to embed people with disability into its contracts and in turn its clients right across the country.

### **Successes**

The commitment has so far resulted in the following contracts, with more opportunities in the pipeline:

- Western Power Grounds Maintenance contract – 70 people with disability engaged
- NSW Police Goulburn grounds maintenance contract – 4 people with disability to be engaged
- University of Canberra Hospital – 3 to 4 people with disability to be engaged
- City Clean, a BGIS subcontractor for the Department of Defence contract has been delivering a range of specialty cleaning services for over 11 years. City Clean employs a recruitment agency that specialises in recruiting people with disability, where they assess candidates and assign the right roles within their abilities. They currently have 2 employees that are both tracking for a full 26 week full outcome
- City of Melbourne Grounds Maintenance contract through Mambourin providing employment for 10 supported employees, and
- Casey Hospital External Cleaning Works through WCIG Cleanables Enterprise providing 2-3 employment opportunities.

## Direct Employment Opportunities

### Jobsupport

Jobsupport is the leading employment service for people with moderate intellectual disability in Australia. Jobsupport has the highest job placement and job retention rate in Australia for job seekers with intellectual disability. BGIS promotes the use of Jobsupport to our contracts teams through the recruitment process. For each new request to hire, the hirer will be given the option to consider if this role is suitable for someone with a disability, as well as candidates from our other social partners, Soldier On and NSW Police Legacy.

### Soldier On

Soldier On helps service personnel and their families build successful futures by providing meaningful connections with community and employers. In 2018, we took the Soldier On Pledge to commit to supporting employment of service personnel. We have partnered with Soldier On to sponsor their Sydney Pathways Networking event, which brings together representatives from a variety of industries who are looking to employ those who have served in the Australian Defence Force or a national security agency. BGIS has a long and rich history working in defence sites across Australia's eastern coast, where our people often participate in fundraising activities for Soldier On.

### NSW Police Legacy

We have partnered with the NSW Police Legacy to support their BACKUP for Life program, which assists former police officers as they transition back to civilian life. We sponsor the first day of five-day workshops regularly run by WorkSafe Solutions in Sydney, with former police officers coming together to prepare themselves for positions in the corporate world. In addition to career-transition support, BACKUP for Life also offers counselling services, mentorship programs and financial assistance.

### Successes

These commitments have so far resulted in the following employment opportunities:

- Jobsupport – Two candidates employed directly through BGIS
  - <https://vimeo.com/388420720>
- Soldier On - Eight candidates placed since 2018, and
- NSW Police Legacy - Two candidates placed.

“We believe inclusive workplaces incorporate new and different ways of thinking, interacting and working so that all individuals are able to contribute to BGIS’ success and their own.”



# Communication

BGIS are committed to upholding the Equal Employment Opportunity (EEO) principles in accordance with legislation across Australia. We will seek to make NSW an inclusive and accessible state for people with physical and intellectual disabilities. We also aim to develop a fair and harmonious work environment in which all staff can develop to their full potential. As a result, we have zero tolerance of unlawful discrimination. We are committed to continuously developing and implementing EEO strategies to ensure that all our structures, policies, practices and decisions are based on the assessment of individual ability and achievement.

## Training and Awareness

BGIS is committed to raising awareness that a diverse and inclusive workplace can lead to innovation, provoke thought and drive better business outcomes. BGIS provides significant awareness training for our employees, with all staff going through annual mandatory training in relation to expectations of them in creating a harmonious environment for all employees.



“We are committed to raising awareness that a diverse and inclusive workplace can lead to innovation, provoke thought and drive better business outcomes.”

These include the programs and activities in the following table:

TRAINING AND AWARENESS	TOPICS COVERED
BGIS Discrimination and Equal Employment Opportunities e-learning module	<ul style="list-style-type: none"> <li>• Employees obligations around disability discrimination</li> <li>• Reasonable adjustments responsibilities</li> <li>• Disabilities that are protected in the workplace</li> </ul>
Workplace Management: Global HR, Diversity, and Inclusion e-learning module	<ul style="list-style-type: none"> <li>• Diversity and Inclusion in the Organisation</li> <li>• Diversity and globalisation</li> <li>• Inclusion and globalisation</li> <li>• Diversity and Inclusion Process and Strategy</li> <li>• Approaches for enhancing diversity and inclusion</li> <li>• Aspects of organisation change</li> <li>• Individual Attitudes and Behaviours</li> <li>• Managerial skills and practices</li> <li>• Organisational values and policies</li> </ul>
Bridging the Diversity Gap e-learning module	<ul style="list-style-type: none"> <li>• Workplace Diversity</li> <li>• Dealing with Diversity</li> <li>• Embracing Diversity to build a talented workforce</li> <li>• Challenging prejudice and stereotypes</li> <li>• Balancing cultural expectations and diversity</li> <li>• Encountering Resistance to diversity</li> </ul>
Your Role in Workplace Diversity e-learning module	<ul style="list-style-type: none"> <li>• Examining you core values and beliefs</li> <li>• Adjusting self-talk to manage reactivity to diversity</li> <li>• Guidelines for incorporating diversity</li> <li>• Supporting diversity through your actions</li> <li>• Using flexible communication styles to aid diversity</li> <li>• Using inclusive language to promote diversity</li> <li>• Improving active listening to encourage diversity</li> </ul>
National Disability Services awareness session National Disability Support employment support session	<ul style="list-style-type: none"> <li>• What are Disability Enterprises</li> <li>• The business case for using Disability Enterprises</li> <li>• Government support and enablement</li> <li>• Social and Economic benefit</li> </ul>
Diversity as a Driver of Innovation	<ul style="list-style-type: none"> <li>• A series of online Videos delivered through our e-learning portal</li> </ul>
Managing Diversity The Power of Diversity (video)	

## Promoting Awareness

### Disability Employment Excellence Awards on 20 June 2019

In 2019, BGIS sponsored and co-presented in the 2019 Disability Enterprise Award alongside the Federal Disability Services Minister at the Disability Employment Excellence Awards on 20 June 2019. The awards recognise, encourage and promote the contribution Disability Enterprises and Disability Employment Services make in improving the lives of people with disability. This honour is usually closed to private sector, but has been offered to us due to our close partnership, significant work and support for the National Disability Services (NDS).

### Vision Australia

Vision Australia works in partnership with blind and visually impaired Australians to assist them in living independently. Vision Australia supports more than 25,500 individuals in seeking education, assisting in employment opportunities and supporting them to be as independent as they choose.

BGIS invited Vision Australia to join our Annual Leadership conference. BGIS has been working with Vision Australia since 2015. As a true partner to this not-for-profit, BGIS offered the opportunity to the Vision Australia team to present to 100 professionals on what more we can do for blind and visually impaired people when they use our client facilities and assets.

The session included walking through a shopping center with sensory deprivation and use virtual reality tools to put ourselves in the

shoes of someone who are visually impaired.

The takeaway from the session was a greater understanding and appreciation of the importance of 'Accessible v Usable' and the barriers caused by design. From the use of universal design, signage and wayfinding and the importance of texture, sound and light in navigation of the environment for blind and visually impaired members of the community.

### Western Australian Disability Enterprises (WADE)

Western Australian Disability Enterprises (WADE) is an alliance of business operators providing employment and training for more than 2,200 Australians living with disability. In 2020, BGIS was to sponsor the 2020 Western Australia Disability Enterprise (WADE) Celebrations and Marketplace in Perth on 26 March, partnering to co-present with NDS to at the 2020 Western Australian Celebration and Marketplace Event. Unfortunately, due to COVID-19, this event has been postponed.

### Be My Eyes

Our People and Culture team is dedicated to embracing our corporate social responsibility. HR Business Partner Tom Mudie brought forward the idea of the 'Be My Eyes' App, a free app that connects blind and low-vision people with sighted volunteers and company representatives for visual assistance through a live video call. This has been shared widely across the BGIS business.

Dear Donna & Brian,

On behalf of the Sunnyfield Senior Leadership Team, we extend a VERY BIG THANK YOU to yourself and partner Brian, for enabling us to access critical and essential PPE and sanitiser to help keep our clients and staff safe during this exceptional COVID-19 pandemic.

We all really appreciate the difference your acts of kindness have and will make to our important Sunnyfield communities safety.

Greatly Appreciated

**Caroline Cuddihy, Chief  
Executive Officer - Sunnyfield**

### **Volunteer days**

BGIS staff attended a volunteering day at Sunnyfield, a disability service provider in Sydney's Northern suburbs. The team helped in assisted working areas including packaging works. Additional support was provided during the COVID-19 pandemic where our BGIS Procurement team sourced all PPE equipments for the centre, with great feedback being received from their CEO.

### **Leadership in Diversity in Industry at the 2019 FM Industry Awards**

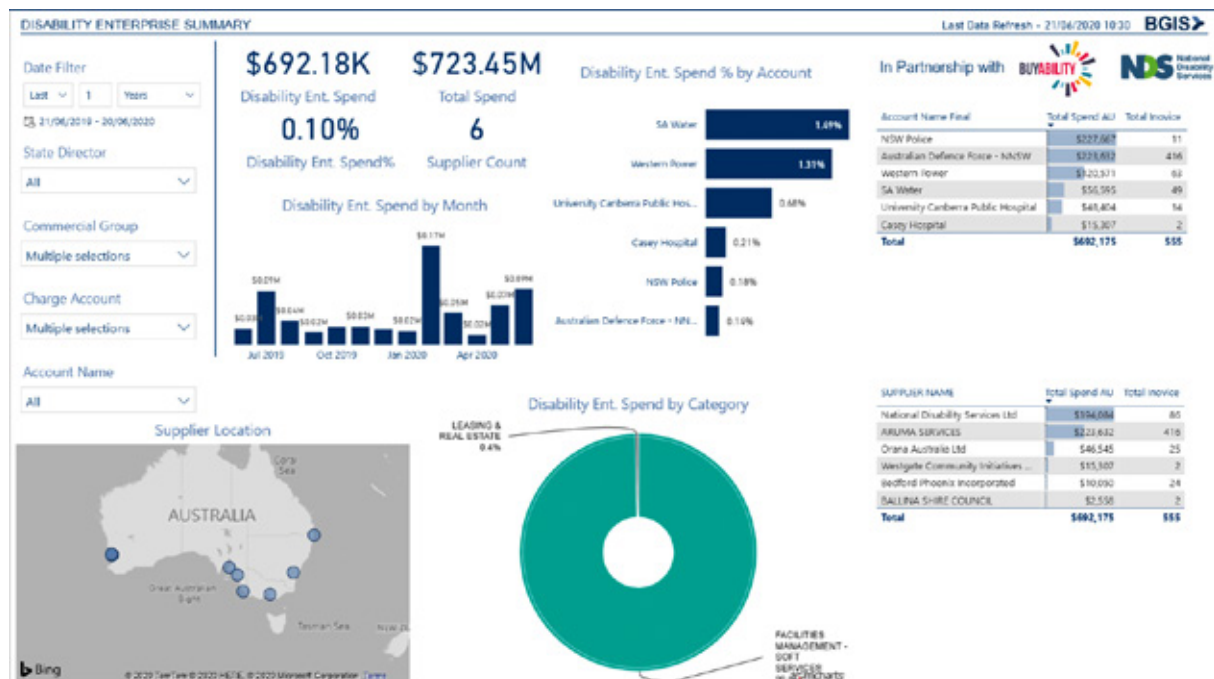
Sue Leak, BGIS Director Client Solutions won the award for Leadership in Diversity in Industry at the 2019 FM Industry Awards held in Melbourne. Through her vision and leadership, people with disabilities are employed into rewarding roles with BGIS. We are very proud of her outstanding contribution and will continue to improve diversity in our workplace.

“We make the most of our position and ensure that people with disabilities have ongoing and increased engagement and inclusion in the communities in which we deliver our services in support of our clients.”

# Measurement, Evaluation and Review

## Business Opportunities

Measurement, evaluation and review of the Disability Enterprise engagement is delivered transparently by the procurement team on the PowerBI dashboard.



Caption: a screen capture of the reporting on spend by BGIS with Disability Enterprises across our accounts

## Employment Opportunities

Measurement, evaluation and review of employment opportunities achieved will be through the Annual Diversity survey generated by BGIS internally. For opportunities generated by the supply chain will be aggregated from account level data.



# Appendix

**Legislative requirements for action plans as per the Disability Discrimination Act 1992 Section 61 and how BGIS complies to the provisions are as follows. Provisions of action plans**

## **BGIS' compliance to Section 61**

**(a) the devising of policies and programs to achieve the objects of this Act**

This Disability Engagement and Inclusion Plan (DEIP)

**(b) the communication of these policies and programs to persons within the service provider**

In the DEIP (Communication)

**(c) the review of practices within the service provider with a view to the identification of any discriminatory practices**

Mandatory and tracked annual review of Code of Conduct by every employee, which articulates what discrimination is and a 24/7 hotline to report any concerns they have identified

**(d) the setting of goals and targets, where these may reasonably be determined against which the success of the plan in achieving the objects of the Act may be assessed**

In the DEIP (Legal and Other Requirements)

**(e) the means, other than those referred to in paragraph (d), of evaluating the policies and programs referred to in paragraph (a)**

In the DEIP (Measurement, Evaluation and Review)

**(f) the appointment of persons within the action planner to implement the provisions referred to in paragraphs (a) to (e) (inclusive).**

In the DEIP (Roles and Responsibilities)



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