



REFLECT

Reconciliation Action Plan (RAP)

NOVEMBER, 2025 – MAY, 2027



Message from CEO Reconciliation Australia

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

BCD Travel Australia joins a network of more than 3,000 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 over 5.5 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 BCD Travel Australia 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 BCD Travel Australia, 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 business

BCD Travel is a global Travel Management Company, globally head quartered in Urtecht in the Netherlands and locally headquartered in Gadigal Country.

We help companies travel smart and achieve more. We drive program adoption, cost savings and talent retention through digital experiences that simplify business travel. Our 15,000 dedicated team members service clients in 170+ countries as we shape a sustainable future for business travel.

- Organising and managing business travel is what we do best. We help companies make the most of what they spend on business travel and offer a wide range of travel-related services with an exceptional service level.
- We give travellers innovative tools that keep them safe and productive, and help them make good choices on the road. We partner with travel and procurement leaders to simplify the complexities of business travel, drive savings and satisfaction, and move whole companies toward their goals.



OUR MISSION

Helping people and companies travel smart and achieve more.



OUR VISION

Be the world's most trusted, innovative and sustainable travel management company.

Our values power everything we do

Our company strategy starts with our values and the people who live them

SOLVE IT TOGETHER

Collaboration connects us. We challenge and improve together.

ACT WITH PURPOSE

We are purposeful in how we innovate and what we create.

DO WHAT'S RIGHT

We operate openly and foster transparency. Our word is our bond.

GIVE YOUR BEST

Passion powers and inspires us. We love and believe in what we do.

FEED THE FUTURE

We give ourselves and others the tools, skills and creative freedom to grow and flourish.

Our top five services include:



Comprehensive travel services – We offer offline and online booking and planning capabilities for air, hotel, car rental, ferries, rail, etc.



Digital user experience – Our traveller engagement and booking solutions provide travellers with access to the information they need when they need it.



Consolidated data, business intelligence, and travel risk management – Our data insights and analytics solution helps our clients bring travel data together. In addition, we have a comprehensive travel risk management solutions including travel and impact alerts, traveller tracking and communications and security reporting.



Proactive program management – We have an experienced team of program managers who ensure ongoing support and guidance to deliver on our client's strategic business plans and travel programs objectives.



Enhanced consultancy services – BCD, along with our consulting arm Advito, offers a wide variety of services designed to help our clients further optimise their travel programs.

Statement of our commitment



As we proudly mark 50 years of BCD Travel operating in Australia, it is with great excitement and purpose that we launch our first Reconciliation Action Plan at the Reflect stage. This milestone offers us a unique opportunity to honour the past, reflect on our role in reconciliation, and lay the foundations for a more inclusive and respectful future.

Our Reflect RAP represents the beginning of a journey — one grounded in listening, learning, and building meaningful relationships with Aboriginal and Torres Strait Islander peoples. We acknowledge the deep cultural heritage and enduring contributions of First Nations communities, and we are committed to understanding how we can contribute to reconciliation through our people, partnerships, and practices.

As Managing Director, I am personally committed to leading this important work with humility and integrity. This plan will guide us in increasing cultural awareness across our teams, exploring opportunities for engagement, and embedding respect for First Nations cultures into the way we do business.

I extend my sincere thanks to our RAP Working Group and all team members who have contributed to this important first step. Together, we begin this journey with open minds and open hearts — ready to listen, to learn, and to grow.



Danielle Russom

Managing Director, BCD Travel Australia and Singapore

To demonstrate our commitment and reach our vision we've:

Identified how our strategy impacts every BCD function and reinforced this message in our 2025 goals for all employees. Set sustainability targets and initiatives to help all teams reach or exceed our 2030 goals.

- ✓ Begun formalising sustainability champions by function who will steward our work and ensure we're meeting our annual targets.
- ✓ Set our intention to continue elevating the role BCD plays as an industry leader in sustainability.

The pillars of our sustainability strategy include high standards in governance and ethics, a clear focus on employee engagement and skillset and alignment with global frameworks and best practices.

Maximising our positive social impact on our employees and communities (DE&I, health and safety, wellness, human trafficking awareness, charity and volunteering initiatives); attracting and retaining employees who want to work for a sustainable employer and feel their values align with BCD's.

It's important that we continue to gain insight into the views of our key stakeholder groups, review any feedback collected and represent these insights when developing our sustainability strategy, goals and initiatives. Our sustainable practices are woven into every pillar of our strategy powers our commitment to the next generation.

Our stakeholder approach includes focus groups, social media, thought leadership, workshops, event participation, survey platforms, formal research and daily interactions between our team, partners and customers. Regular, structured engagement is critical to our vision to be the most sustainable travel management company. It ensures that our Blueprint for Success continue to reflect our customers' priorities, the needs of our business and the broader corporate travel industry as well as sustainable and ethical best practices and legislative requirements. Collaboration with these stakeholders also supports our transition to a more sustainable future for our industry. We take a global approach to stakeholder engagement, supported by our teams in local markets who are critical to maintaining relationships with local stakeholders and providing input as appropriate.

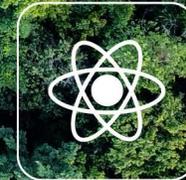


Driving **positive social impact** and **sustainable development** is the cornerstone of BCD's community investment strategy.

All our community initiatives are underpinned by the recognition that, when a business engages and invests in its communities, this encourages strong relationships that deliver shared value and help us look forward to the future.

Our donations of time, money and resources sit at the center of our approach to community investment, allowing us to deliver local impact and drive sustainable communities. Beyond monetary donations, we are actively and visibly engaged in our shared communities, and this presence is key to the value we bring.

In 2024 we developed our social and community impact tracker to better capture information on our community impact globally. This initiative will provide data to gain more visibility, identify trends in participation, celebrate our successes and encourage more BCD employees to engage with our community programs.



Diversity, equity and inclusion (DE&I)

At BCD, we're committed to fostering an inclusive workplace that reflects the diversity of our global community and ensuring all individuals have equal access to opportunities. This commitment is embodied in our Be You at BCD program. Our goal is to foster a respectful environment where everyone feels safe, welcome and valued. Our approach is driven by clear principles, a robust framework and specific goals to enhance inclusion and belonging across our organisation.

We've also strengthened our collaboration across BCD functions, from Product Development and Marketing to Employee Experience and People & Culture. Our framework emphasizes five key components, ensuring that all our initiatives are aligned and our objectives remain clear.



Workforce representation illustrates the composition of our workforce across various demographics and at different leadership levels.



Workplace inclusion focuses on valuing the unique strengths of each individual, fostering an inclusive culture where performance and potential are recognised and everyone is valued and respected.



Equity examines and addresses how our company infrastructure (our policies, processes and programs) allocate resources so that merit is the primary criteria for advancement and everyone is afforded fair access to opportunities.



Marketplace focuses on how our Be You brand translates to the needs of customers and employees – both existing and prospective. It examines what opportunities exist within our industry and what role we can play, what are the requirements of our customers and travel partners and us of them.



Suppliers examines and measures to what extent the vendors who provide products and services to BCD support our broader inclusion strategy, either directly or indirectly.



BE *You* AT BCD



Our Be You council plays a pivotal role in shaping our DE&I efforts – and we’ve evolved our approach to ensure that we address both global and local needs within our organisation, in keeping with local laws.

Our Be You council is made up of a global workgroup and multiple local workgroups. The global workgroup consists of employees from across the organisation, coming together to drive initiatives that will have a global impact. This team proposes strategies and solutions that align with our overarching organisational goals and provide a unified approach to ensure our initiatives are inclusive and accessible to all regions. Their efforts enable us to maintain a consistent and cohesive global strategy, while fostering collaboration across borders. Our inaugural local workgroups, together with local People & Culture teams, work in various countries to focus on the unique challenges and opportunities in their respective markets.



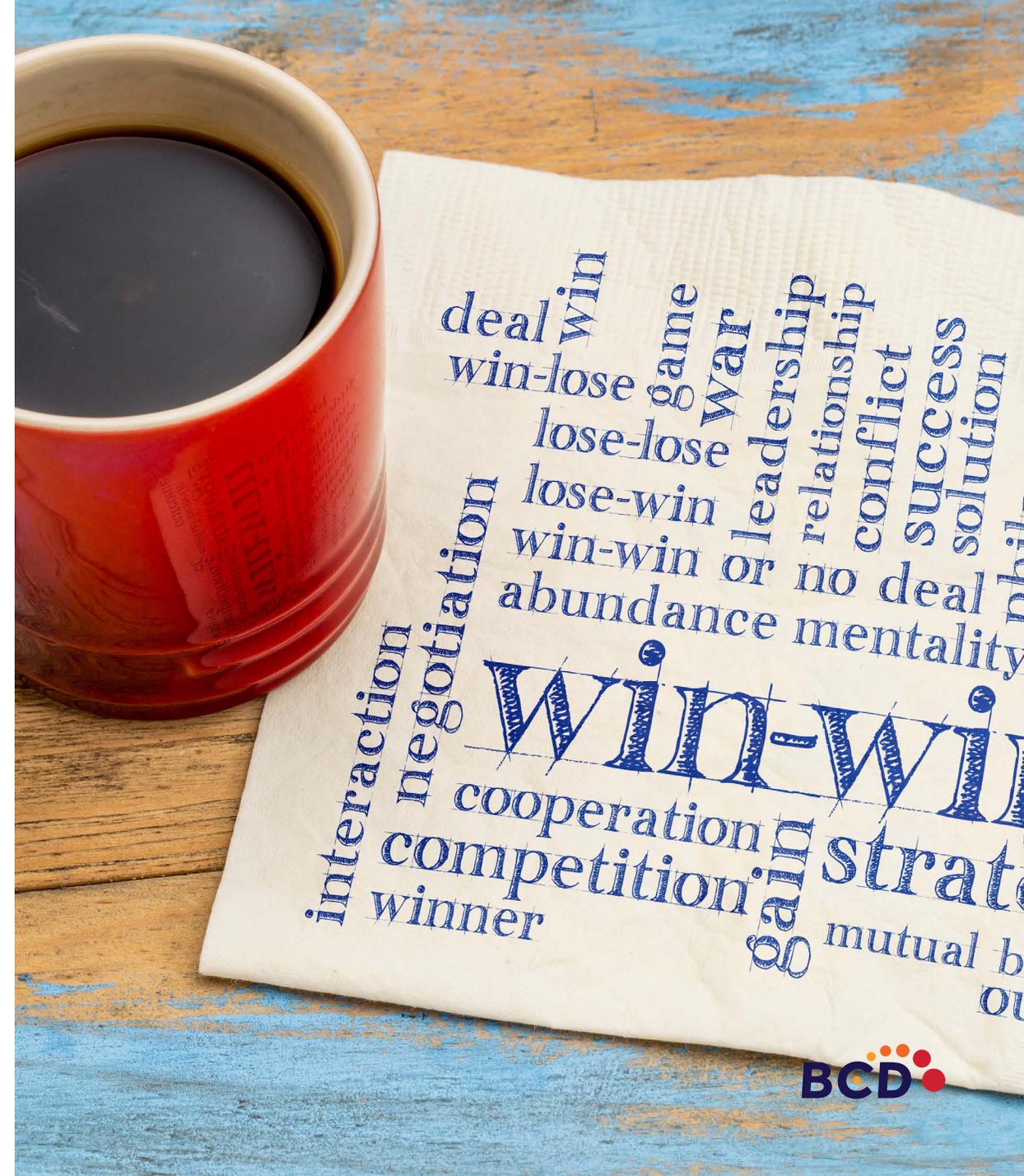
Recruitment training and processes

We clearly state our commitment as an equal opportunity employer on external career sites and align our vacancy postings with.

We use an online hub that guides our hiring managers, integrating fair employment principles within our recruitment training processes. Our platform provides tools like gender decoders to take out gender-coded language from job postings, as well as providing information on specific topics like unconscious bias in the interview process and the importance of fair hiring practices. The hub helps to foster a non-discriminatory hiring culture by connecting hiring managers to this information. In 2024 we also focused on enhancing our recruitment assessment and selection processes through the implementation of interview scorecards for a consistent assessment of Director and above hires.

Our recruitment system developments and initiatives improve the experience for candidates, recruiters and hiring managers, as well as further enhance fairness in our recruitment process. Throughout 2025, we'll continue growing our recruitment partnerships, continuing to operationalise our strategies across BCD's functions and further developing our talent acquisition and management processes.

Progressing processes that support neurodiversity and language confidence and capability will also be key.



Our people

Our diverse workforce comprises of 124 team members and this is a blend of full time and part time employees. Our workforce comprises of 82 frontline client and customer specialists and our remaining workforce comprises of back office personnel providing the relevant supports to manage client expectations.

BCD Travel does not currently collect information on the number of Aboriginal and Torres Strait Islander staff employed in our workplace. We will work within this RAP to understand this.

We believe there is a place for everyone at BCD. We celebrate the different voices, backgrounds and perspectives in our global workforce and we promote awareness and education of DE&I ideas, experiences, perspectives, and voices. We motivate teams to thrive, whereby everyone feels safe and welcome. And we stimulate and create respectful environments where everyone is valued.



Our location

BCD Travel is a global company servicing clients in more than 170 countries, with operations in more than 110 markets worldwide. Alongside owned operations in all major business markets, we also work with some of the best local agencies around the globe who have demonstrated their ability to provide exceptional service to our clients.

We currently have one office location in Sydney, complemented by virtual teams across the country. BCD is known for our virtual working culture—we've won awards for it. We've created a virtual working environment with people connecting and working efficiently around Australia. This allows for strong relationships with colleagues wherever they are: remote, hybrid or working from the office. In the last few years, we've implemented new workplace technologies to optimise efficiencies and enjoyment, connecting teams within Australia and our global workforce in shared processes, information, and support.

Maintaining flexible working and giving our employees the autonomy to work anywhere helps them continue to thrive in their roles.



Our virtual workplace

Virtual working can be integrated into Reconciliation Action Plans (RAPs) by ensuring equitable access to technology and resources, fostering inclusive communication, and promoting cultural understanding and awareness in online spaces. This involves addressing potential digital divides and adapting RAP strategies to suit remote work environments.



Integrating Virtual Working into our RAPs:

Equitable Access:

Ensure all employees, including Aboriginal and Torres Strait Islander staff, have access to reliable internet and appropriate technology for virtual participation. This might involve providing equipment or subsidising internet costs.

Inclusive Communication:

Adapt communication strategies to be culturally appropriate and accessible in virtual settings. This includes considering language preferences, providing captions for videos, and ensuring materials are available in accessible formats.

Cultural Awareness Training:

Incorporate cultural awareness training into virtual onboarding and ongoing professional development for all staff, including those working remotely.

Virtual Events and Gatherings:

Organise virtual events that celebrate Aboriginal and Torres Strait Islander cultures and promote reconciliation, such as online forums, cultural competency workshops, and virtual NAIDOC Week celebrations.

Flexible Working Arrangements:

Offer flexible work arrangements that support Aboriginal and Torres Strait Islander employees' cultural obligations and responsibilities.

Key RAP Actions for consideration:

- Develop guidelines for virtual meetings that promote inclusivity and respect for cultural protocols.
- Provide access to online resources and materials related to Aboriginal and Torres Strait Islander cultures and histories.
- Support employees in developing their digital literacy skills.
- Promote the use of virtual platforms for knowledge sharing and collaboration.
- Ensure that virtual events and meetings are accessible to all employees, regardless of their location or work arrangements.

By proactively addressing the challenges and opportunities of virtual work, organizations can ensure that their Reconciliation Action Plans are effective and inclusive for all employees.



Our RAP

Our workplace is developing a Reconciliation Action Plan (RAP) as part of our broader commitment to building a more inclusive, respectful, and equitable Australia. We recognise the deep significance of Aboriginal and Torres Strait Islander cultures, histories, and contributions, and we are committed to walking alongside First Nations peoples in the spirit of humility, respect, and reconciliation.

This RAP reflects our values and our desire to:



Deepen our cultural understanding and awareness across our organisation



Foster meaningful relationships with Aboriginal and Torres Strait Islander communities



Create opportunities for employment, education, and collaboration



Embed reconciliation into our everyday practices and decision-making.

Our RAP also aligns with our broader **Diversity, Equity, and Inclusion (DEI)** strategy, which seeks to ensure that all people—regardless of background—feel seen, heard, and valued. We believe that reconciliation is a vital part of creating a workplace and society where everyone can thrive.

By developing a RAP, we are also reaffirming our commitment to **doing good in our communities**—through partnerships, volunteering, and initiatives that support long-term positive change.



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Yawa represents journey over country. The central gathering circle is surrounded by traditional people symbols which highlights collaboration and inclusion, this circle is connected to the smaller gathering circle symbolizing strength in culture and identity.

The background of song lines captures our diverse, beautiful country and waterways connecting tribal groups. The native wattle represents resilience and the ability to survive in challenging environments. The sun is the source of life, bringing warmth and light and gives us a connection to the dreaming. The kangaroo and emu tracks depict helpful guides and evidence of abundance.



Ruby Prasad

First place winner for her artwork titled *Yawa (Journey) Dharug*.

It's important to us to ensure our RAP is authentic, effective and impactful. A core part of our approach is to make the reconciliation process meaningful, to build genuine relationships and to commit to long-term change.

In support of this, our RAP implementation approach will include the following actions:



Embed Reconciliation

through integration of reconciliation initiatives into our core business strategies and operation



Promote the RAP

by ensuring all employees are aware of the RAP and its importance



Provide Training & Resources

supporting all staff in understanding and implementing the RAP



Monitor and Evaluate

regularly track progress against our RAP's goals and deliverables



Report on progress

both internally and externally, on progress, challenges and learnings



Implement mechanisms

for continued leadership commitment and buy in



Co-design RAP

with Aboriginal and Torres Strait Islander stakeholders



Implement

respect protocols

Set and track progress against specific goals, including

- Increasing Indigenous employment, fostering relationships, and raising cultural awareness within BCD
- Implement training programs and ongoing education
- Procurement of goods through Aboriginal and/or Torres Strait Islander peoples owned businesses
- Support local initiatives and continue work with KARI Foundation
- Implement accountability mechanisms, including establishing monitoring and reporting processes
- Establish formalised communication planning, internally and externally, to raise awareness and celebrate achievements
- Implement processes to ensure continuous improvement and to allow us to remain agile to the evolving needs of Aboriginal and/or Torres Strait Islander peoples communities



My Rivers is based of the Georges River, I discovered that it was considered a significant part of Aboriginal Culture and was a meeting place for many clans such as the Dharug and Dharwal people. It also happens to be the area where I live now. The dots down the page represents the flow of the river and me going down it. The circles represent the meeting places of where the clans met. Although the colours I chose to use in this artwork aren't traditional I love bright colours and felt that they bring me into the artwork.



Brianna Anderson

Second place winner for her artwork titled *My River*.

We are proud to commence our journey to reconciliation with the development of this Reflect Reconciliation Action Plan.

This plan has been identified as a priority by the BCD Travel Leadership Team and forms part of our broader commitment to develop a more respectful, diverse, equal and inclusive place for our people to learn, work and thrive.

- ✓ Establish a RAP committee / champion
- ✓ Consult with Aboriginal and/or Torres Strait Islander peoples stakeholders

Community partnerships

This includes how we can support products and services from local Aboriginal and/or Torres Strait Islander peoples businesses. We also have a proud history of working with suppliers who support Aboriginal and/or Torres Strait Islander peoples in Australia, like Qantas and Virgin Australia—both of whom have well-established Aboriginal and/or Torres Strait Islander peoples employment programs—as well as preferred partners within the Australian hotel sector who have RAPs in place.

Internal activities/ initiatives

Making a Difference is BCD's flagship charity and volunteer program, focusing on projects that directly benefit children in areas local to BCD operations and teams. Team members can submit a project for consideration to the John & Marine van Vlissingen Foundation with a specific request for financial support. Our Making a Difference coordinator network also organises fundraising and volunteering initiatives for their projects throughout the year to maximise impact. Through Making a Difference, the John & Marine van Vlissingen Foundation has provided funding for five consecutive years to support our local programs with both the Yalari and KARI Foundation:

Yalari is a non-profit organisation in Australia that offers quality, secondary education scholarships at leading Australian boarding schools for Indigenous children from regional and remote communities. The purpose of the scholarships is to create an educational opportunity for an Indigenous young person who would otherwise not receive quality education. BCD has invested in the future of Indigenous children by sponsoring a recipient of the scholarship. We supported a young woman to attend Abbotsleigh School in Sydney from 2020-2024.

In 2025 we are partnering with the KARI Foundation. KARI Foundation has no geographical boundary. It aims to service Aboriginal people and communities across Australia first and foremost, whilst also supporting collective and corporate Australia on the journey to a more reconciled Australia. They design, support and deliver programs across the following focus areas:

- Culture
- Sport and Healthy Lifestyle
- Business Enterprise Support
- Employment
- Education
- Creative and performing arts
- Families and Community Support
- Leadership
- Corporate Support

They focus on strengthening Aboriginal culture to drive belonging, connection and a sense of community for everyone.



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Rivers reflects how both animals and humans co-exist under the night stars.



Rosie Winslow

Third place winner
for her artwork
titled *Rivers*.

In 2025 we are supporting KARI Foundation through three different programs:

Transition to kindergarten

The Kindy Backpack Program assists families with children entering kindergarten by supplying them with backpacks filled with essential resources, ensuring a smooth start to their school journey and equitable access to educational materials for Aboriginal students. The objective is to provide one free essentials backpack to every Aboriginal child entering Kindergarten in a public education school.

Transition to high school

Since the program's inception in 2015, KARI has been committed to providing one free essentials backpack to every Aboriginal child entering year 7 in the following school year. The program is aimed at assisting families and students in making a successful transition from year 6 to year 7 by alleviating the financial stress of purchasing school supplies. The backpacks are designed to be culturally appropriate for the targeted students, with Aboriginal artwork by artist Danielle Mate. The goal of the backpack program is to ensure that every Aboriginal child has the resources they need to succeed in high school.

Scholarship programs

The program provides scholarships tailored for Aboriginal students which incorporate cultural elements, fostering pride and resilience within Aboriginal and/or Torres Strait Islander peoples communities. The program invests in Aboriginal education to break cycles of poverty and empower students to become positive role models, driving long-term change. These scholarships provide financial aid and personalised mentorship.

KARI joined our BCD employee town hall in March 2025 to provide an update on the partnership with BCD and the positive impact of our work to date. This created further opportunities for BCD teams to engage with the foundation. In March and September 2025, we partnered with KARI to host two successful fundraising initiatives supporting their Transition to Kindergarten program. These efforts reflect our commitment to creating positive educational outcomes for Aboriginal and Torres Strait Islander children. We will continue to strengthen our relationship with KARI through ongoing fundraising activities that contribute to their programs.



In June 2025, we held our very first artwork competition, inviting submissions that celebrate Aboriginal and Torres Strait Islander culture. The winning artworks have helped shape the visual identity of our Reconciliation Action Plan.



First place was awarded to **Ruby Prasad** for her artwork *Yawa (Journey) Dharug*.



Second Place was awarded to **Brianna Anderson** for her artwork *My Rivers*.



Third Place was awarded to **Rosie Winslow** for her artwork *Rivers*.

BCD Travel is also **proud to partner with Supply Nation**, a non-profit organisation that aims to grow the Aboriginal and Torres Strait Islander business sector through promotion of supplier diversity in Australia.

Relationships

| Action | Deliverable | Timeline | Responsibility |
|--|--|--------------------|---|
| 1. 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. | February 2026 | General Manager & Regional Program Manager |
| | Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. | May 2026 | General Manager & Regional Program Manager |
| | Continue to partner and support KARI Foundation | January 2026 | General Manager & Executive Assistant |
| 2. Build relationships through celebrating National Reconciliation Week (NRW). | Circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees. | May/June 2026 | Executive Assistant |
| | RAP Working Group members to participate in an external NRW event. | May/June 2026 | General Manager, PnC Director, Sales Director, Regional Program Manager , Executive Assistant |
| | Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. | May/June 2026 | PnC Director |
| 3. Promote reconciliation through our sphere of influence. | Communicate our commitment to reconciliation to all employees. | Quarterly updates* | General Manager |
| | Identify external stakeholders that our organisation can engage with on our reconciliation journey. | January 2026 | General Manager & Regional Program Manager |
| | Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. | June 2026 | General Manager & Regional Program Manager |
| 4. Promote positive race relations through anti-discrimination strategies. | Research best practice and policies in areas of race relations and anti-discrimination. | January 2026 | PnC Director |
| | Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. | January 2026 | PnC Director |

* March, June, September, December (annually)



Respect

| Action | Deliverable | Timeline | Responsibility |
|--|---|------------|------------------------------------|
| 5. 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. | April 2026 | PnC Director |
| | Conduct a review of cultural learning needs within our organisation. | April 2026 | PnC Director |
| | Provide access to online resources and materials related to Aboriginal and Torres Strait Islander cultures and histories | July 2026 | PnC Director |
| | Support employees in developing their digital literacy skills and promote the use of virtual platforms for knowledge sharing and collaboration | July 2026 | PnC Director |
| | Ensure that virtual reconciliation and learning events and meetings are accessible to all employees, regardless of their location or work arrangements. | July 2026 | PnC Director |
| 6. 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. | July 2026 | Executive Assistant |
| | Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. | July 2026 | Executive Assistant & PnC Director |
| | Develop guidelines for virtual meetings that promote inclusivity and respect for cultural protocols. | July 2026 | Executive Assistant & PnC Director |
| 7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week. | Raise awareness and share information amongst our employees about the meaning of NAIDOC Week. | June 2026 | Executive Assistant & PnC Director |
| | Introduce our employees to NAIDOC Week by promoting external events in our local area. | June 2026 | Executive Assistant & PnC Director |
| | RAP Working Group to participate in an external NAIDOC Week event. | July 2026 | General Manager |



Opportunities

| Action | Deliverable | Timeline | Responsibility |
|---|---|--------------|---------------------------------------|
| 8. 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. | March 2026 | PnC Director |
| | Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. | May 2026 | PnC Director |
| | Ensure all employees, including Aboriginal and Torres Strait Islander staff, have access to reliable internet and appropriate technology for virtual participation. This might involve providing equipment or subsidising internet costs. | June 2026 | PnC Director |
| 9. 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 using Supply Nation Indigenous Business Directory establish shortlists for Indigenous businesses across key business areas | March 2026 | General Manager & Executive Assistant |
| | Maintain Supply Nation membership. | January 2026 | Executive Assistant |



Governance

| Action | Deliverable | Timeline | Responsibility |
|--|---|------------------------|---|
| 10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP. | Form a RWG to govern RAP implementation. | November 2025 | General Manager |
| | Draft a Terms of Reference for the RWG. | November 2025 | PnC Director |
| | Establish Aboriginal and Torres Strait Islander representation on the RWG. | November 2025 | PnC Director |
| 11. Provide appropriate support for effective implementation of RAP commitments. | Define resource needs for RAP implementation. | November 2025 | General Manager |
| | Engage senior leaders in the delivery of RAP commitments. | November 2025 | Executive Assistant |
| | Maintain a senior leader to champion our RAP internally. | November 2025 | General Manager |
| | Define appropriate systems and capability to track, measure and report on RAP commitments. | November 2025 | Executive Assistant |
| 12. 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 | Executive Assistant |
| | Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey. | 1 August annually | Executive Assistant |
| | Complete and submit the annual RAP Impact Survey to Reconciliation Australia. | 30 September, annually | Executive Assistant and General Manager |
| 13. Continue our reconciliation journey by developing our next RAP. | Register via Reconciliation Australia's website to begin developing our next RAP. | Feb 2027 | Executive Assistant |





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About BCD Travel

BCD Travel helps companies travel smart and achieve more. We drive program adoption, cost savings and talent retention through digital experiences that simplify business travel. Our 15,000+ dedicated team members service clients in 170+ countries as we shape a sustainable future for business travel. BCD's leading meetings and events management and global consultancy services complete our comprehensive suite of solutions for all aspects of corporate travel. In 2024, BCD achieved US\$22.9 billion in sales. For more information, visit www.bcdtravel.com.

