



MAY 2022 - MAY 2023

Reflect Reconciliation *Action Plan*

Acknowledgement of Country

Hub Australia acknowledges the Traditional Owners of the Land on which our business operates and Lands throughout Australia. We pay our respects to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging.



SUNRISE DREAMING

BY GREG MATTHEWS



About the Artist

Gregory Matthews is proud to be a descendant; and a Senior Elder of Tasmania's Manegin People, one of the clan groups that form the North West Nation. Greg Matthews pays respects to the traditional owners of the land upon which his studio is located, and he acknowledges Elders past present and those who are emerging.

About the Artwork

Life is often a challenge; the sunrise brings a new day and a new hope. The beautiful morning sky is there to remind us all of the bigger picture, that life is a gift, and that we all must embrace the moment; look after ourselves and others. Looking optimistically to the future is human trait; and is needed in these times of despair and unprecedented change. This painting symbolically represents the dawn, the colours are cheerful and set the scene for a brighter future that is to come for all.

Statement from *Brad Krauskopf*



Brad Krauskopf

CEO & FOUNDER

HUB AUSTRALIA

Since being founded in 2011, one of the key values of Hub Australia has been our commitment to impact-driven initiatives.

From our B Corp Certification which sees us deliver the highest standard of social and environmental performance and accountability, through to our Flexi Impact Program which offers complimentary memberships to impact-led organisations and social enterprises, we consistently uphold the ethos of operating in a manner that is beyond profit. Further reinforcing this ethos, I am absolutely thrilled

that Hub Australia has been welcomed into the Reconciliation Action Plan (RAP) program, receiving a formal endorsement of our Reflect RAP from Reconciliation Australia.

Achieving formal endorsement of our Reflect RAP is the next step in our journey toward deepening our understanding of how we can leverage our structure to support the national reconciliation movement.

As Australia's leading coworking provider, we service thousands of members and have

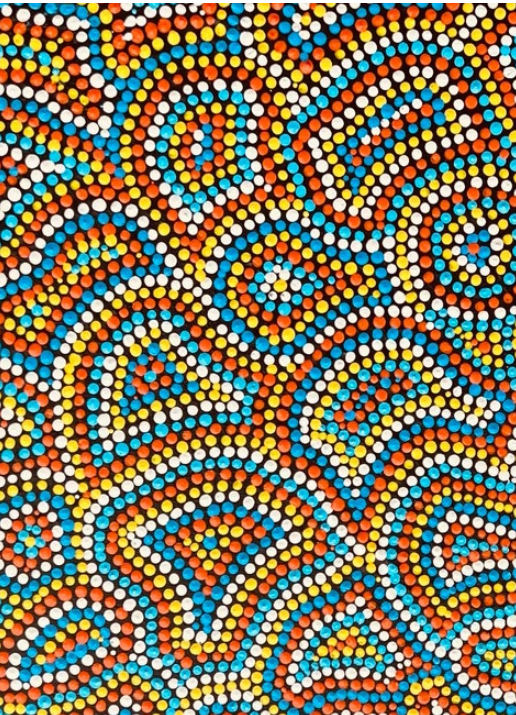
employed over 100 staff. They will all play an important role in us successfully implementing our Reflect framework in line with our business objective: providing premium workspace solutions to help businesses and their teams love where they work.

Hub Australia's Reflect RAP is the first step of what I'm sure will be a prosperous initiative in strengthening the business's commitment to reconciliation, and the relationship we have with Aboriginal and Torres Strait Islander peoples, culture, and influence.

“

Achieving formal endorsement of our Reflect RAP is the next step in our journey toward deepening our understanding of how we can leverage our structure to support the national reconciliation movement.





Statement from *Karen Mundine*



Karen Mundine

CEO

RECONCILIATION AUSTRALIA

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

Hub Australia 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 Hub 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.

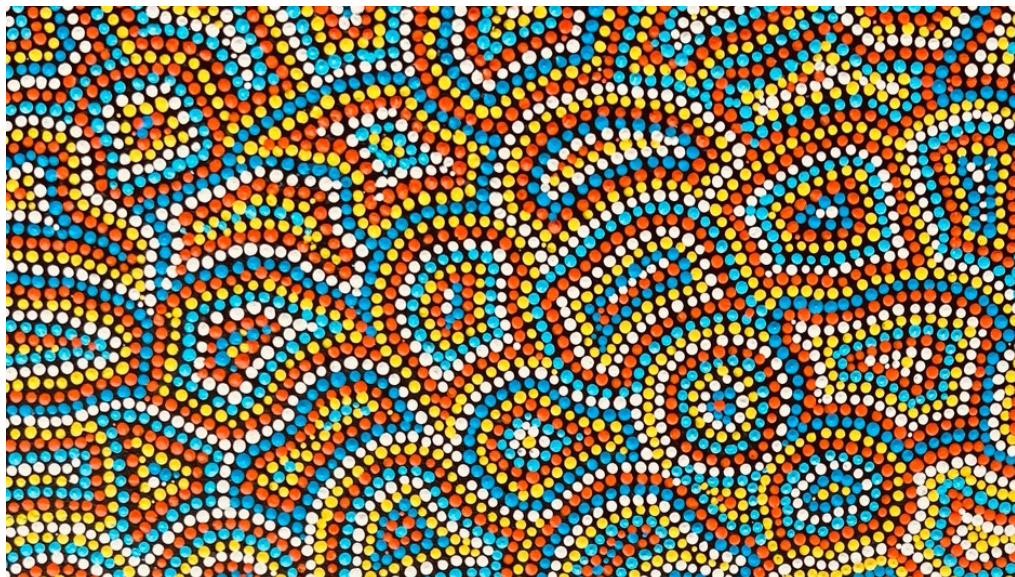
Congratulations Hub Australia, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

“

The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with RAP.

Reconciliation Action Plan *Contents*

About Hub Australia	6
Brand Promises & Differentiators	7
Sustainability & Impact	8
Our Reconciliation Action Plan	9
Relationships	11
Respect	12
Opportunities	13
Governance	14



About Hub Australia



Founded in 2011, Hub Australia provides premium workspace solutions to help people love where they work, with all-inclusive memberships and offices on flexible terms. With a national network of over 6000 members across 12 clubhouses in Sydney, Melbourne, Brisbane, Canberra, and Adelaide Hub is the provider of choice for Australia's best businesses.

Hub creates workspaces that people love, using premium design, technology, personalised customer service, flexible partnerships, and a commitment to the wellness of our members, team, and environment. Hub's team of 104 team members work to create environments that bring diverse people, organisations, and industries together. Our team are spread

across Sydney, Melbourne, Brisbane, Canberra, and Adelaide with most team members based in Melbourne. While the number of Aboriginal and/or Torres Strait Islander staff is currently not known, we will work within this RAP to determine culturally appropriate ways to understand this.

Brand Promises & *Differentiators*

BRAND PROMISE

love where you work™



DIFFERENTIATORS

1

Hospitality-Led Service Excellence

Hospitality led customer service experience with a focus on personalisation, productivity, wellness and workspace health and safety.

4

Trusted Local Partner

Authentic, adaptable, and trusted local workspace partner for businesses and landlords, with a team that has the capacity, experience and depth to deliver nationally.

2

Workspace Culture

Hub creates a Great Place to Work® certified culture for its team, which in turn creates a great workplace for your business and team.

5

Data & Digital Experience

We leverage data to optimise experience and cost for our business and landlord customers.

3

Premium National Network

Flexible working for your team with a distributed network of professional workspaces with premium design, fit-out, technology, security and amenity.

6

Certified ESG Commitments

Certified commitment to the wellness of our members, team, impact, and sustainability through our B Corp and Carbon Neutral certifications, in addition to our Flexi Impact program.

Sustainability & Impact

Hub Australia is certified carbon neutral and one of Australia's first B Corporation certified businesses.

We are committed to meeting the highest verifiable standards of social, environmental and governance performance. We support purpose-driven ventures and the wellness of our staff and members.

- Hub is certified Carbon Neutral with Climate Active
- Hub is a founding B Corp in Australia and we have now been certified 4 times since 2013
- Hub donates 1% of our total membership capacity every year to not-for-profits, B Corps, Indigenous-led businesses, and social enterprises through our Flexi Impact Program
- Hub donates 1% of our time but supporting Hub staff to undertake two days of volunteering leave per year
- Hub is committed to six-monthly reviews by the Great Place to Work® program to ensure we are constantly working to improve the experience and wellness of our team.

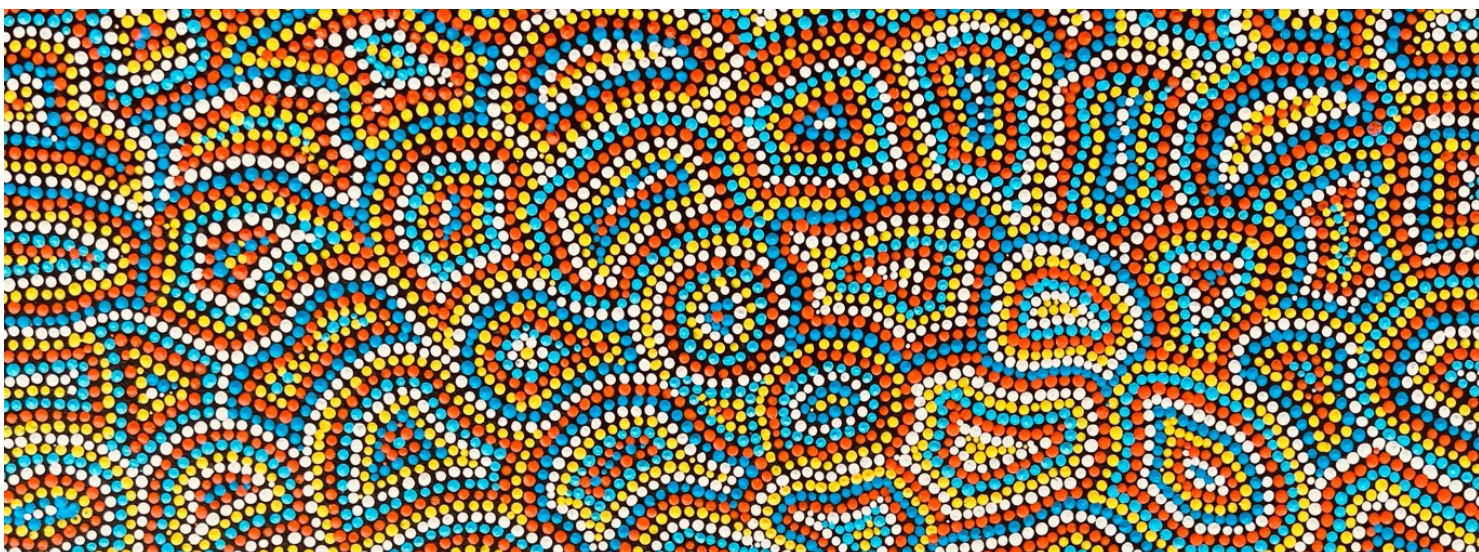


Our *Reconciliation* *Action Plan*

Hub Australia recognises that as a result of multi-generational injustices and inequities, Aboriginal and Torres Strait Islander peoples face unique challenges and barriers in accessing and leveraging the opportunities many non-Indigenous Australians are able to access.

Hub Australia is uniquely positioned to support First Nation-led businesses by making our workspace solutions available to and approachable for Aboriginal and Torres Strait Islander peoples. Working within this RAP Hub is committed to:

- Maintaining and growing the First Nations networking group we established in 2021. Hub will continue to donate the space and host these bi-monthly networking events.
- Reporting on RAP progress regularly at company-wide meetings to ensure all staff are engaged and across these activities.
- Growing our RAP Working Group from three team members to at least five, these additional team members will be from departments that are not currently represented on the group to ensure deliverables are rolled out across the organisation.
- Engaging with First Nations stakeholders within our community to seek guidance and advice.



We are structuring our RAP to fulfil and advance three pillars: *Relationships, Respect and Opportunities.*

PILLARS

1

Relationships

Build and encourage relationships between First Nations-led businesses and non-Indigenous businesses.

2

Respect

Foster respect for the world's longest continuing cultures and communities.

3

Opportunities

Develop and expand opportunities within Hub Australia and our local community for Aboriginal and/or Torres Strait Islander peoples.

We have established a RAP Working Group (RWG) to focus our reconciliation efforts to improve the potential impact of our actions. There are currently no RWG members who identify as Aboriginal and/or Torres Strait

Islander people, however, working within this RAP we will establish Aboriginal and Torres Strait Islander representation on the RWG. The group is currently made up of the following Hub Australia staff:

- **Jordan Morgan** Hub Flinders Street, Concierge
- **Frank Kerr** Hub Flinders Street, Community & Operations Lead
- **Lien Seychell** Perks & Partnerships Manager
- **Kieran Mellott** People & Culture Manager

Our RAP Champion is Brad Krauskopf who is our Founder & CEO. Brad is committed to being the executive sponsor for our RAP and is the senior leader responsible for driving and championing internal engagement and awareness of the RAP.



Relationships

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.	July 2022	Flinders Street Community Lead & RWG Member
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	July 2022	Flinders Street Concierge & RWG Member
Build relationships through celebrating National Reconciliation Week (NRW) (May 27, 2022 - June 3, 2022).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Hub Australia CEO
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2022	Flinders Street Community Lead & RWG Member
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2022	Hub Australia CEO
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	May 2022	Hub Australia CEO
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	June 2022	Flinders Street Community Lead & RWG Member
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	June 2022	Customer Experience Lead & RWG Chair
Promote positive race relations through anti-discrimination strategies.	Research best practices and policies in areas of race relations and anti-discrimination.	July 2022	People & Culture Lead
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.	August 2022	People & Culture Lead

Respect

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 business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	September 2022	Training & Compliance Lead
	Conduct a review of cultural learning needs within our organisation.	September 2022	Training & Compliance Lead
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.	August 2022	Flinders Street Concierge & RWG Member
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	November 2022	Training & Compliance Lead
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week (July 2022).	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2022	Flinders Street Concierge & RWG Member
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2022	Flinders Street Community Lead & RWG Member
	RAP Working Group to participate in an external NAIDOC Week event.	3 – 10 July 2022	Flinders Street Community Lead & RWG Member

Opportunities

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
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.	May 2022	People & Culture Lead
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	June 2022	People & Culture Lead
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.	October 2022	Customer Experience Lead & RWG Chair
	Investigate Supply Nation membership.	October 2022	Flinders Street Concierge & RWG Member

Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	November 2022	Customer Experience Lead & RWG Chair
	Draft a Terms of Reference for the RWG.	June 2022	Customer Experience Lead & RWG Chair
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	March 2023	Flinders Street Community Lead & RWG Member
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	May 2022	Hub Australia CFO
	Engage senior leaders in the delivery of RAP commitments.	August 2022	Hub Australia CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	May 2022	Customer Experience Lead & RWG Chair
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2022	Customer Experience Lead & RWG Chair
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	February 2023	Customer Experience Lead & RWG Chair



MAY 2022 - MAY 2023

Reflect Reconciliation Action Plan

For any questions about our Reconciliation Action Plan, please email us at:

HELLO@HUBAUSTRALIA.COM