



RECONCILIATION
ACTION PLAN

REFLECT

Novartis Pharmaceuticals Australia Pty Limited (Novartis)

Reconciliation Action Plan

May 2024 - December 2025

 NOVARTIS



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16/11/23



Acknowledgment of Country

Novartis Australia acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands throughout Australia, and their ongoing connection to Country, water ways, culture, and community. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples. As Australia's First Nations peoples, we recognise and respect their histories, sovereignty, cultures, and contribution.

Novartis specifically acknowledges the Traditional Custodians of the land on which we work and on which our offices are located, the Wattamatagal Clan of the Dharug Nation (Macquarie Park, Sydney), and would like to pay our respects to Elders past, present and emerging.

Our Novartis Associates work across Australia, and we would like to also acknowledge specifically, the Wurundjeri people of the Kulin Nation (Melbourne), the Jagera people and the Turrbul people (Brisbane), Kurna people of the Kurna Nation (Adelaide), and Whadjuk people of the Noongar Nation (Perth).

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Message from Reconciliation Australia CEO

[Reconciliation Australia CEO statement upon Conditional Endorsement]

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

Novartis Australia 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 Novartis 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 Novartis 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



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Message from Matt Zeller - Novartis Country President ANZ

Novartis Australia is proud to launch its first Reflect Reconciliation Action Plan (RAP), this for us is an important step to demonstrate our commitment to reconciliation which is about strengthening relationships between First Nations peoples and non-Indigenous Australians.

Over the past year through development of our RAP we have purposefully engaged in conversation with our Australian leadership team, Novartis Associates and importantly with external stakeholders to deepen our understanding of reconciliation and its importance. Our Reflect RAP is a statement of our intent and a firm commitment to our reconciliation goals.

Novartis is embarking on a foundational level Reflect RAP which includes practical actions to help drive our contribution to reconciliation within Novartis and in the communities in which we operate. Committing to a Reflect RAP allows Novartis to spend time scoping and developing relationships with First Nations stakeholders, deciding on our vision for reconciliation and exploring our sphere of influence.

Novartis has developed this Reflect Reconciliation Action Plan (RAP) to enable us to reflect on the work done to promote reconciliation, and to strengthen our commitment to create an Australia that takes meaningful action on reconciliation between First Nations peoples and non-Indigenous peoples, in a way that is informed and led by Aboriginal and/or Torres Strait Islander peoples.

We are committed to nurturing a workplace that celebrates diversity and values inclusion. Our RAP has identified a need to build deeper and more meaningful relationships with Aboriginal and/or Torres Strait Islander peoples and peak groups across the health and government sectors, foster cultural safety in our diverse workplace and embed cultural safety training for all our employees to promote cultural understanding among our employees and to prioritise a review of our internal processes and policies to ensure they reflect best practice in areas of inclusivity of First Nations peoples.

I am proud of the dedication shown by the Novartis RAP Working Group and our external Reconciliation Advisor, Geoffrey Bilney, who have embraced the spirit of reconciliation and are driving the implementation of this plan. Together, we will strive to create a future where all Australians have equal access to opportunities, services, and respect.

Message from Ashok Manikandan - Novartis CCFO Australia & New Zealand

- RAP Sponsor and Champion

I am honoured to introduce and support this Reconciliation Action Plan, a significant milestone as we commence our journey towards fostering understanding, respect, and collaboration between First Nations peoples and non-Indigenous peoples. As the sponsor of this plan, I am deeply committed to driving positive change and acknowledging the historical injustices faced by First Nations communities in Australia.

What resonates strongly with me and drives me forward in my passion and commitment is learning that the gap between First Nations peoples and non-Indigenous Australians is not closing fast enough, with only 4 out of 19 Closing the Gap objectives “on track”. (<https://www.pc.gov.au/closing-the-gap-data/annual-data-report/report>). The cardiovascular disease statistics bring home the why for us at Novartis: Ischaemic heart disease remains the leading cause of death among First Nations Australians, with a population rate 1.8 times that for non-Indigenous Australians; the ratio is even higher in young people, with 12.0% of deaths in 30–39-year-old Indigenous Australians caused by heart disease, compared with 3.8% for non-Indigenous people in this age group (<https://www.mja.com.au/journal/2018/209/1/closing-gap-cardiovascular-risk-aboriginal-and-torres-strait-islander>) These statistics would be replicated in cancer and all of our therapeutic areas.

Novartis’s decision to embark on this journey is a testament to our dedication to reconciliation. We recognise that reconciliation is not just a statement; it is a continuous process that demands active engagement, open dialogue, and meaningful actions. By acknowledging the truth of our shared history and the impact of colonisation, we lay the foundation for a more inclusive and equitable future.

While this Reconciliation Action Plan marks a significant step forward, it is only the beginning. The path of reconciliation is a long one, but it is paved with the potential to reshape our relationships, institutions, and society for the better. Let us approach this endeavour with humility, empathy, and a genuine commitment to change.

Thank you for joining us on this important journey.





Message from Geoffrey Bilney - Indigenous Corporate Engagement Manager, Macquarie University

"I am positive about the potential to create a future where the divide between Aboriginal and Torres Strait Islander peoples and non-Indigenous people in Australia not only closes but completely disappears".

I am truly excited and grateful about the opportunity to play a part in Novartis's meaningful journey towards reconciliation. As a proud Pitjantjatjara man and having engaged with Novartis through Macquarie University's Manawari Aboriginal Cultural Safety Training microcredential, I have witnessed firsthand the genuine commitment and active involvement of Novartis employees in understanding the rich history of First Nations Australians.

1. Novartis Australia business

Novartis is a global healthcare company based in Switzerland that provides solutions to address the evolving needs of patients worldwide. Novartis products reach nearly 750 million people globally and we are finding innovative ways to expand access to our latest treatments. Around 140 nationalities work at Novartis around the world. Every day our inspired, curious, unbossed, and integrity-driven culture unites our people and encourages leadership at every level.

Novartis Australia head office is located on the Country of the Wallumattagal People of the Dharug nation (Macquarie Park, New South Wales) and has more than 60 years' history on this land. Novartis Australia employs around 300 Associates and has a geographic reach across all states and territories. Currently, the organisation has only 1 known Associate that identifies as Aboriginal and/or Torres Strait Islander.

We will work within this RAP to determine culturally appropriate ways to develop our First Nations Employment Strategy and look for opportunities to make our recruitment programs and Graduate Program more inclusive. Novartis is improving the lives of more than 2.8 million patients across Australia and New Zealand through our medicines.

Our therapies are focused in Cardiovascular; Oncology, Immunology and Neuroscience and we are acutely aware of the high unmet need and inequitable health outcomes in First Nations populations in all these areas. Our commitment to create a diverse and inclusive environment that treats all associates with dignity and respect.

Novartis Human Rights Commitment Statement (HRCS) elaborates on our human rights commitment in the Novartis Code of Ethics, to “conduct our business in a manner that respects the rights and dignity of all people.” These commitments advance the overarching purpose of our company, to reimagine medicine to improve and extend people’s lives. Novartis adopted its first Human Rights statement in 2003.



2. Our Reconciliation Artwork

About the Artist: Courtney Garstang, Barkinji artist and student at Macquarie University

I am a young Barkinji artist based on Darkinjung land on the Central Coast, NSW. I have always been passionate about art and started my Indigenous art journey at the end of Year 12 with a life-size sculpture and kangaroo skins decorated with Aboriginal art. The artwork explored the need to care for our Earth the way Indigenous peoples did. I was raised by my single father who enriched my Indigenous heritage and artistic journey. After year 12 I had my first ever commissioned major work which was a mural, this snowballed into more opportunities such as this and other Reconciliation Action Plan artworks. It is a journey and dream I really want to continue and make a sustainable career from.

- Courtney Garstang





The story behind the art

This major piece explores the cultural story of the Darug Wallamatta People, the Nation Novartis is situated on and the work that Novartis practices on Darug Wallamatta Land. It encapsulates the story of the angophora tree, believed to be an ascension tree to the Darug Wallamatta people, a vessel for spirits to move up and down to Earth. During pregnancy, the woman would sit under the tree and wait for a spirit to enter her belly into her unborn child.

At the end of their life when someone passes, their body is wrapped in bark and placed in the tree's large branches, allowing the loved one's spirit to return to the heavens. Along with this beautiful story this piece displays the collaborative and innovative work Novartis practices on Darug Wallamatta land. Elements of the piece symbolise the company's goal reconciling and helping all communities in need.

- Courtney Garstang

3. Recognition of RAP Champions

Novartis would like to recognise our external partners who have guided and supported us as we embark on our Reflect Reconciliation journey.

- **Reconciliation Australia**
- **Geoffrey Bilney** Indigenous Corporate Engagement Manager, Macquarie University
- **Courtney Garstang** First Nations Artist

At the start of this journey, we formed our RAP Working Group and we would like to thank our Executive Sponsor Ashok and the team for their leadership, wisdom and commitment.

RAP Executive Sponsor and Champion

Ashok Manikandan Country Chief Finance Officer
Australia & New Zealand

External Reconciliation Advisor

Geoffrey Bilney Indigenous Corporate Engagement
Manager, Macquarie University

Reconciliation Action Plan Working Group

Lead

- **Alexis Stockwell** Strategic Partnerships Coordinator and First Nations Associate Lead
- **Madeleine Anderson** Customer Experience Lead

Coordinator and First Nations Associate Lead

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Members

- **Paul White** Communications and Patient Engagement
- **Rod Smith** Senior Legal Counsel
- **Ingrid Wise** Senior Medical Science Liaison
- **Corinne Hamil** Principal Talent Acquisition
- **Andrea Mlasinovic** Executive Medical representative Sales - WA
- **Briony Wijeyaratne** Commercial Graduate Marketing



4. Our Reflect RAP

Novartis has embarked on this journey to develop a Reflect Reconciliation Action Plan (RAP) as we deeply understand our responsibilities that come from being in the health and science industry, and believe we have a role to play in contributing in ways that make a real and tangible difference to First Nations communities in Australia.

Development of our RAP is consistent with Novartis's Code of Ethics and our global Human Rights Commitment Statement and consistent with our vision to contribute to efforts in human rights. Our RAP sits within our Diversity, Equity and Inclusion governance as a standalone priority for 2024. We acknowledge that First Nations peoples have unique experiences and lived experiences due to the legacy of colonialism and discrimination, and reconciliation and our actions as an organisation recognize this.

Through this RAP we are making a commitment to support education, relationships, and respect of First Nations Cultures to help improve health outcomes for First Nations people through equitable access to health care and services.

Our focus of this RAP is to reflect, listen and learn. The process of reflecting has been a powerful internal and external journey with gaps and areas to progress being identified.

This Reflect RAP is a living document and we are committed to continuing the work that has commenced and continuing to grow and evolve as an organisation. Encouraging and supporting diverse groups of people is what makes us better as individuals, but we know that creating meaningful impact will only come if we work together.

As part of our ongoing reconciliation journey, we continue to reflect on our nation's past and to learn more about the ongoing histories, traditions, and cultures of First Nations peoples. Novartis also supports the implementation of the Uluru Statement from the Heart in full and supports greater Constitutional recognition of First Nations peoples.

Through this RAP we are making a commitment to support education, relationships, and respect of First Nations Cultures to help improve health outcomes for First Nations people through equitable access to health care and services.

Reflect RAP Actions



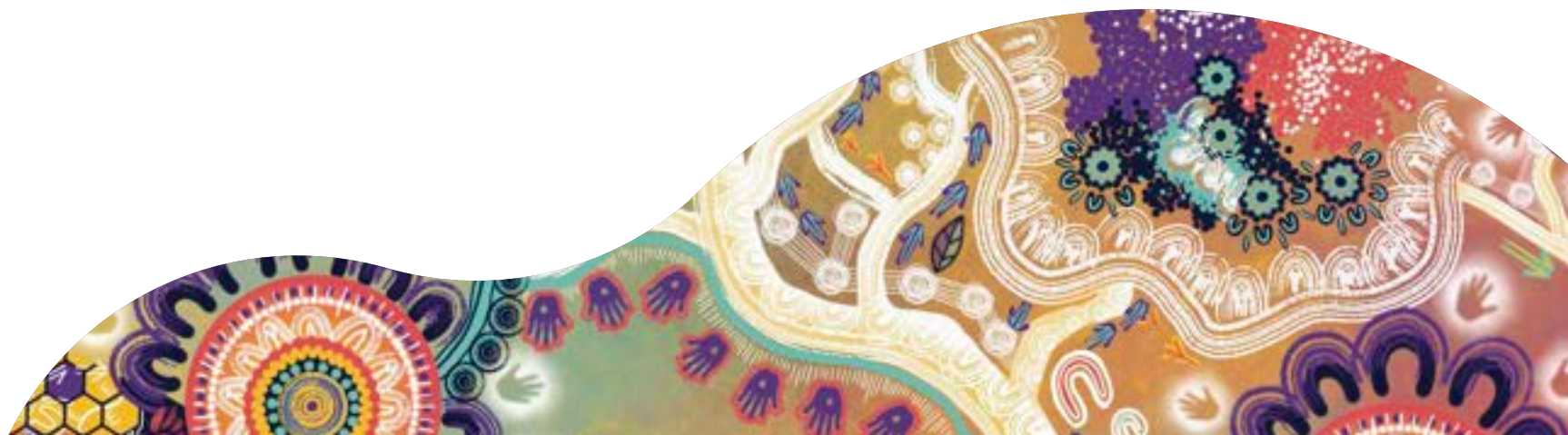
Relationships

Action	Deliverable	Timeline	Responsibility
01 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.	Aug 2024	RAP Executive Sponsor and RAP Lead
	• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Aug 2024	RAP Executive Sponsor and RAP Lead
02 Build relationships through celebrating National Reconciliation Week (NRW).	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	Aug 2024	RAP Lead
	• RAP Working Group members to participate in an external NRW event.	26 Aug - 2 Sept 2024	RAP Lead
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	26 Aug - 2 Sept 2024	RAP Lead
03 Promote reconciliation through our sphere of influence.	• Continue to communicate our commitment to reconciliation to all staff.	Sept 2024	RAP Executive Sponsor and RAP Lead
	• Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Sept 2024	RAP Lead
	• Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	June 2024	RAP Lead
04 Promote positive race relations through anti-discrimination strategies.	• Research best practice and policies in areas of race relations and anti-discrimination.	May 2025	Head of Legal & Country Head – People & Organisation ANZ
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	May 2025	Head of Legal & Country Head – People & Organisation ANZ



Respect

Action	Deliverable	Timeline	Responsibility
05 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.	Nov 2024	Head – People & Organisation ANZ
	• Conduct a review of cultural learning needs within our organisation.	Nov 2024	Head – People & Organisation ANZ
06 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.	Sept 2024	RAP Executive Sponsor and RAP Lead
	• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Sept 2024	RAP Executive Sponsor and RAP Lead
07 Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	• Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	Sept 2024	RAP Lead
	• Introduce our staff to NAIDOC Week by promoting external events in our local area.	Sept 2024	RAP Lead
	• RAP Working Group to participate in an external NAIDOC Week event.	First week in Oct 2024 and 2025	RAP Lead





 **Opportunities**

Action	Deliverable	Timeline	Responsibility
08 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation 	Dec 2024	Country Head – People & Organisation ANZ
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	Dec 2024	Country Head – People & Organisation ANZ
09 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	Dec 2024	Country Head – People & Organisation ANZ
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	Mar 2025	Head of Finance



Governance

Action	Deliverable	Timeline	Responsibility	
10	Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	• Maintain RWG to govern RAP implementation.	Sept 2025	RAP Lead
		• Review Terms of Reference for the RWG.	Oct 2024	RAP Lead
		• Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Sept 2025	RAP Lead
11	Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	June 2024	RAP Executive Sponsor and RAP Lead
		• Engage senior leaders in the delivery of RAP commitments.	June 2024	RAP Lead
		• Continue appointment of a senior leader to champion our RAP internally.	June 2024	RAP Lead
		• Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2024	RAP Lead
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.	Sept annually	RAP Lead
		• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire	1 Nov annually	RAP Lead
		• Complete and submit the annual RAP Survey to Reconciliation Australia.	30 Dec, annually	RAP Lead
13	Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	July 2025	RAP Lead

Our Partnerships and Current Activities since commencing our Reconciliation work

Novartis formed a Reconciliation Action Plan Working Group as our priority as we recognise the need for broad leadership to deliver our RAP Reflect commitments.

Novartis is now routinely embedding Welcome to Country Ceremonies and Acknowledgement of Country into our annual internal events and mid-year conferences. In addition, the agendas will continue to be built to provide opportunities to listen and learn about reconciliation and programs that champion diversity, equity and inclusion and address identified health care gaps for First Nations peoples will be championed.

Novartis is committed to enhancing the quality use of medicines and supporting communities by way of corporate citizenship. We have commenced discussions with the National Aboriginal Community Controlled Health Organisation (NACCHO), the national leadership body for Aboriginal and Torres Strait Islander health in Australia to identify our commitment and to seek guidance on how we accelerate this commitment and effort to improve health care outcomes for our First Nations peoples.



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Novartis ANZ

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