

Reconciliation Action Plan



RECONCILIATION
ACTION PLAN

REFLECT

N o v o N o r d i s k
June 2022 – June 2023



Acknowledgement of Country

Novo Nordisk Pharmaceuticals Pty Ltd acknowledges the Traditional Custodians of the lands on which we work, research and distribute medications all around Australia. Novo Nordisk pays respects to Aboriginal and Torres Strait Islander Elders past, present and emerging and acknowledge their ongoing connection to land, waterways and culture. In particular, we acknowledge and pay our respect to the Cammeraygal people, the Traditional Custodians of the land in North Sydney where our head office is located.

R A P A r t i s t



Lawson Dodd is a young emerging Artist/Designer who aims to push the boundaries of First Nations Artwork through his illustrations. He is a proud Kurna/Narungga/Ngarrindjeri man and likes to take a modern approach to his artwork whilst incorporating traditional customs and meaning.





Artwork



This artwork depicts the Novo Nordisk connection to history and investment in the future. Values established by the Novo Nordisk Way have guided science and innovation over time. History also makes up a large part of Aboriginal culture, as story telling is a tradition that is passed on throughout generations. This is shown in the artwork through the kangaroo tracks (arrow-like shapes) forging ahead.

The swirling colours in the background symbolise the Novo Nordisk therapeutic areas of focus – type 1 diabetes, type 2 diabetes, obesity, haemophilia and growth disorders. The large circular graphic at the centre represents traditional meeting places and depicts the Novo Nordisk community of employees and customers. The formation of these meeting places can also be seen as the microscopic stem cell structure of plants.

Native plants have always played an important part in Aboriginal peoples' lives. Eucalyptus leaves, goats foot (flower), tree sap and desert mushrooms can be used as medicine to treat a variety of injuries such as stings, swollen joints, fevers and chills. These plants can be seen surrounding the primary graphic element as a means of showing support and commitment. The small arc-like symbols surrounding these shapes represent generations, both past and present, working together to better peoples' physical health and well-being.

Together these elements make up the Novo Nordisk community.





Message from the General Manager



Jeppe Theisen
Vice President and General Manager

It has been key for us to develop a Reconciliation Action Plan (RAP) to ensure we acknowledge the Traditional Custodians of the land. We intend to respectfully engage to enable equity of care and support for all.

Being a socially responsible company has been in our DNA ever since we started almost 100 years ago, and I see the RAP as another good – and very important – example of that. We want to listen and learn with open minds to the voices of Aboriginal and Torres Strait Islander peoples. Our aim is to ensure the RAP is a plan that includes actions to improve lives and conditions for Aboriginal and Torres Strait Islander people. We are committed to genuine collaboration to truly benefit communities by aligning our RAP with our core values and strategies for operation in Australia.





Our Business

The Novo Nordisk Way describes who we are, where we want to go and the values that characterise our company. The Novo Nordisk Way connects our history with our future. It sets direction for and applies to all employees of Novo Nordisk – no matter what you do or where you work. It is a promise we make to each other and our external stakeholders.

In 1923, our Danish founders began a journey to change diabetes. Today, we have thousands of employees across the world with the passion, the skills and the commitment to drive change to defeat diabetes and other serious chronic diseases.

- We aim to lead in all disease areas in which we are active.
- Our key contribution is to discover and develop innovative biological medicines and make them accessible to patients throughout the world.
- Growing our business and delivering competitive financial results is what allows us to help patients live better lives, offer an attractive return to our shareholders, and contribute to our communities.
- Our business philosophy is one of balancing financial, social and environmental considerations, known as 'The Triple Bottom Line'.
- We are open and honest, ambitious, and accountable, and treat everyone with respect.
- We offer opportunities for our people to realise their potential.
- We never compromise on quality and business ethics.

Every day, we must make difficult choices, always keeping in mind what is best for patients, our employees and our shareholders in the long run.

It's the Novo Nordisk Way





Novo Nordisk Oceania

Our Business

Since inception, our focus has been on the serious chronic diseases that affect hundreds of millions of people and are amongst the most urgent global health challenges. From our research laboratories to our production facilities, we discover and develop innovative biological medicines and make them accessible to patients throughout the world. Today, our treatments and delivery systems, such as our insulin pens benefit millions of people. We produce 50% of the world's insulin and conduct clinical trials in over 50 countries in:

- Type 1 Diabetes
- Type 2 Diabetes
- Obesity
- Haemophilia
- Growth Disorders

In 2002, Novo Nordisk founded The World Diabetes Foundation as an independent foundation, which today is a leading global funder of diabetes prevention and care projects in low- and middle-income countries. Understanding the growing burden of chronic diseases, Novo Nordisk directly supports diabetes prevention with an ambition to prevent more than 100 million people from getting type 2 diabetes by 2045. However, we know defeating diabetes and other serious chronic diseases is not something we can do alone. We are continually searching for new opportunities to collaborate, with individuals, groups and organisations who are committed to changing patients' lives. Often the best path forward is through open collaboration and engagement.

We strongly believe in this





Novo Nordisk Australia

Novo Nordisk is Australia’s leading supplier of insulin and other injectable medications for diabetes, obesity and endocrine disorders. Our head office is located on Cammeraygal Country, North Sydney and we employ more than 200 people in diverse settings such as customer engagement, research and development, patient access, sales and medical information through to our front-line medical representatives. Novo Nordisk business extends all over Australia with a network of staff working on the road and remotely within health clinics located nationally ensuring Australian health care professionals understand the safe and appropriate use of Novo Nordisk medications for patients living with diabetes, obesity and other endocrine conditions.

While we are unaware of any current employees who identify as Aboriginal and/or Torres Strait Islander peoples, we are committed to establishing a culturally diverse and safe workplace and hope to attract and retain Aboriginal and Torres Strait Islander employees and contractors. In addition to the RAP working group, we have created a working group dedicated to improving diversity and inclusion across Novo Nordisk Australia.





Novo Nordisk Australia

Some of the many educational activities sponsored by Novo Nordisk include conference support for organisations involved in the care of adults and children living with diabetes, obesity, endocrine disorders and haemophilia. To support health care professionals and their patients provide Novo Nordisk medication delivery devices, sample packs of Novo Nordisk medicines and patient resources to ensure continuity of care. We are committed to learning how we can better support community health care workers by creating more culturally appropriate materials for Aboriginal and Torres Strait Islander peoples.

Through discussions with external stakeholders, we understand that Aboriginal and Torres Strait Islander peoples are impacted disproportionately by Type 2 Diabetes and at a much younger age than the wider community. Aboriginal and Torres Strait Islander peoples have some of the highest rates of Type 2 Diabetes in the world. There may be multiple historic and ongoing contributing factors for this disparity and Novo Nordisk accepts that the most effective and culturally considerate approach to prevent and treat Diabetes is through genuine empowering partnerships, collaboration and an increased understanding of Aboriginal and Torres Strait Islander histories, cultures, and healthcare needs.





Closing the gap

The colonisation of Australia has created significant disparity between Aboriginal and Torres Strait Islander peoples and non-Indigenous people in key areas of health, housing, early childhood, education, economic participation and remote services delivery. In 2008, the Australian Commonwealth Government announced the Closing the Gap framework, an on-going strategy with the aim at reducing the disproportionate burden on Aboriginal and Torres Strait Islander peoples.

In the area of health, the report detailed:

- two thirds of the gap in life expectancy can be attributed to chronic diseases;¹
- Aboriginal people are three times more likely to acquire Type 2 diabetes;² and
- the risk of end-stage renal disease is 10 times greater for Indigenous compared to non-Indigenous Australians.³

1 Cohen, N. Closing the gap in diabetes How is it going to be achieved?, *EndocrinologyToday*, 2017, 6(2), 31-33. Available online at <https://baker.edu.au/-/media/Documents/news/ET2017-04-031-COHEN.ashx?la=en>

2 Cohen, N. Closing the gap in diabetes How is it going to be achieved?, *EndocrinologyToday*, 2017, 6(2), 31-33. Available online at <https://baker.edu.au/-/media/Documents/news/ET2017-04-031-COHEN.ashx?la=en>

3 Hoy WE, Kincaid-Smith P, Hughson MD, et al. CKD in Aboriginal Australians. *AMJ Kidney Dis* 2010; 56: 983-993





Closing the gap

According to Baker IDI

“To close the gap in Australia, there is urgency for improved health outcomes in Aboriginal and Torres Strait Islander people, particularly focusing on chronic disease. This is an issue that is overwhelming healthcare services, and causing grave morbidity for many of our Indigenous people. The growing problem of diabetes in Indigenous people is a key contributor to the health and life expectancy gap that is, if anything, widening.

...there remains an unfortunate ‘shame and blame’ ideology that drives complacency and considers diabetes as predominantly a lifestyle illness. Management of diabetes and other chronic diseases in Indigenous people requires new, aggressive and innovative management approaches, focusing on primary care resources and new therapies, to reduce the burden of complications and disability.”





O u r Reconciliation Action Plan

Novo Nordisk’s inaugural RAP is a commitment by our organisation to embed cultural awareness amongst our staff and to continue to work collaboratively with Aboriginal and Torres Strait Islander communities and external stakeholders.

Building respectful and trusting partnerships with Aboriginal and Torres Strait Islander peoples is essential in delivering culturally appropriate and inclusive patient solutions. Commencing a journey through the RAP process will enable Novo Nordisk to positively contribute to reconciliation through actions and deliverables to assist us to close the gap of disadvantage experienced by many Aboriginal and Torres Strait Islander peoples, families and communities. We will ensure patient solutions are respectful, culturally safe and inclusive.

The Novo Nordisk Reflect RAP was developed in consultation with Indigenous Cultural Connections Pty Ltd and will provide cultural advice and support throughout the implementation of the RAP actions and deliverables and provide cultural guidance to the RAP working group.





R A P working group

Our Reflect RAP is supported by our RAP Working Group and includes representatives from across most of Australia. The RAP Working Group will meet bi-monthly to oversee and drive the actions of Novo Nordisk’s Reflect RAP, confident of the support of the organisation in achieving its stated outcomes. The Novo Nordisk RAP is championed by Eleanor Clifford on behalf of the Vice President and General Manager and Novo Nordisk Executive Team.

The working group is supported with cultural advice and expertise from Victorian Aboriginal and Yorta Yorta woman, Seona James, Director of Indigenous Cultural Connections Pty Ltd.

Name	Position
Jeppe Theisen	Vice President and General Manager Novo Nordisk Oceania (NSW)
Eleanor Clifford (Champion)	RAP Champion Director, People and Organisation Novo Nordisk Oceania (NSW)
Marion Arnott (Chair)	RAP Working Group Chair GP/ Hospital Diabetes Care Specialist Insulin team (VIC)
Jenny Williams (Secretary)	RAP Working Group Secretary GP/ Hospital Diabetes Care Specialist Insulin team (VIC)
Seona James	Director, Indigenous Cultural Connections Pty Ltd, Yorta Yorta Nation (VIC)
Brendan Littlechild	Managing Director Revolution, Narrunga/ Ngarrindjeri Nations (SA)
Mark Scott	Public Affairs Specialist (NSW)
Alastair Downs	Executive Hospital Sales Representative (QLD)
Alexander Chapman	Associate Communications Manager (NSW)
Grant Faulkner	GP Obesity Sales Representative (VIC)
Mario Nogueira	Clinical Research Manager (NSW)
Tanya Parsons	Learning and Development Business Partner (NSW)



Our Reconciliation journey so far . . .



- We have created opportunities for every employee at Novo Nordisk Oceania to hear from Aboriginal and Torres Strait Islander peoples about their experience of living with Type 2 Diabetes.
- Listened to healthcare workers in remote communities and Aboriginal advisors who have generously shared their time to help us understand the long-term difference we can make through our geographical reach and importance in healthcare networks.
- Met with other pharmaceutical companies to exchange learnings on their RAP journeys.
- Established our Terms of Reference with the aim of including 50% First Nations' voices in the RAP Working Group and rotating the position of Chair and Secretary annually.
- Conducted a voluntary survey of all Novo Nordisk employees to gain an understanding of how many identify as Aboriginal or Torres Strait Islander.
- Conducted educational presentations during National Reconciliation Week at our internal regional meetings with topics including '60 000 years of First Nations' science'.
- Provided a resource guide on our employee intranet to offer guidance on how to ensure Acknowledgement of Country at both internal and external meetings utilising Reconciliation Australia's 'How to use appropriate language guide'.
- Our leadership, marketing and RAP teams undertook Cultural Awareness Training.
- Recognised and introduced Cultural Dates of Significance onto our Diversity and Inclusion company calendar with links to further information.





Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence 	October 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations within Novo Nordisk 	December 2022	Director, People and Organisation
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff 	May 2023	Director, People and Organisation
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event 	May 2023	Director, People and Organisation
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW 	May 2023	Director, People and Organisation
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff 	June 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey 	October 2022	Public Affairs Specialist
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey 	October 2022	Public Affairs Specialist
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination 	March 2023	Director, People and Organisation
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs 	December 2022	Director, People and Organisation





Relationships

Action	Deliverable	Timeline	Responsibility
5. Build support among our staff and community for Aboriginal and Torres Strait Islander peoples self determination through advocacy work.	<ul style="list-style-type: none"> Communicate regularly with external stakeholders and Novo Nordisk's employees on current Aboriginal and Torres Strait Islander peoples issues locally, state wide and nationally 	August 2022	Public Affairs Specialist
	<ul style="list-style-type: none"> Investigate opportunities to support Reconciliation Australia and its activities across Novo Nordisk's services 	June 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Explore opportunities to support and raise awareness of relevant campaigns including: the Uluru Statement of the Heart, and Racism. It stops with me 	June 2022	Director, People and Organisation



R e s p e c t



Action	Deliverable	Timeline	Responsibility
6. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation 	October 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation 	December 2022	Director, People and Organisation
7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area 	August 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols 	July 2022	Director, People and Organisation
8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week 	June 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area 	June 2022	Director, People and Organisation
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event 	July 2022	Director, People and Organisation





Opportunities

Action	Deliverable	Timeline	Responsibility
9. 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 	October 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities 	October 2022	Director, People and Organisation
10. 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 	March 2023	Director, People and Organisation
	<ul style="list-style-type: none"> Investigate Supply Nation membership 	March 2023	Procurement Manager



G o v e r n a n c e



Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Form a RWG to govern RAP implementation 	June 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG 	June 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG 	June 2022	Director, People and Organisation
12. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation 	June 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments 	August 2023	Director, People and Organisation
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments 	July 2022	Director, People and Organisation
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence 	June 2022	Director, People and Organisation
	<ul style="list-style-type: none"> Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire 	August 2023	Director, People and Organisation
	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia 	September 2022	Director, People and Organisation





Contact details

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