



# IAG RAP COMMITMENTS 2015-2018

# RELATIONSHIPS

At IAG, we are constantly challenging ourselves to go beyond what we already know, to imagine a future world that is safer, stronger and more confident. To build a future where Aboriginal and Torres Strait Islander peoples and communities are empowered, it is essential that we build strong relationships which have at their very heart, mutual respect so that we can share our experience and grow together.

ACTION	TARGET	TIMELINE	RESPONSIBILITY
1. RAP Steering Committee (RSC) actively monitors RAP development, progress and implementation	<ul style="list-style-type: none"> <li>The RAP Steering Committee will continue to meet a minimum of four times a year to discuss the RAP.</li> </ul>	February, June, August & November 2016, 2017 & 2018	Secretariat Liaison Officer/ Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Invite external Aboriginal and/or Torres Strait Islander guests to join RWG meetings at least twice per year</li> </ul>	March, August 2016, 2017 & 2018	Chair, RAP Steering Committee
	<ul style="list-style-type: none"> <li>Ensure the RSC comprises an Aboriginal and Torres Strait Islander person and senior leadership from across</li> </ul>	December 2016, 2017, & 2018	Chair, RAP Steering Committee
2. Celebrate National Reconciliation Week (NRW) to strengthen and maintain relationships between Aboriginal and Torres Strait Islander staff and other staff	<ul style="list-style-type: none"> <li>Organise five (5) internal NRW events in IAG office locations each year.</li> </ul>	27 May-3 June 2016, 2017 & 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>All NRW events to be registered on the Reconciliation Australia website.</li> </ul>	27 May to 3 June, 2016, 2017 & 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Promote NRW and NAIDOC Week through internal comms channels</li> </ul>	27 May to 3 June, 2016, 2017 & 2018	Internal Communications Manager
3. IAG will maintain and leverage mutually beneficial relationships with Aboriginal and Torres Islander	<ul style="list-style-type: none"> <li>Review and maintain an engagement strategy to working with Aboriginal &amp; Torres Strait Islander organisations and stakeholders.</li> </ul>	November 2016, 2017 & 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Maintain a formal relationship with at least four Aboriginal and Torres Strait Islander organisations/ stakeholders including the review of guiding principles for future engagement</li> </ul>	November 2016, 2017 & 2018	Indigenous Engagement Manager

	<ul style="list-style-type: none"> <li>• Maintain a minimum of four formal two-way partnerships relevant to IAG sphere of influence.</li> </ul>	November 2018	Indigenous Engagement Manager
4. Raise internal and external awareness of the RAP to promote reconciliation across our business	<ul style="list-style-type: none"> <li>• Promote Reconciliation to Insurance Council of Australia (ICA) by inviting representatives to IAG RAP activities such as RAP launch, NRW activities and partner events.</li> </ul>	May 2016, 2017 & 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>• Invite external partners and suppliers to IAG RAP events and activities.</li> </ul>	May 2016, 2017 & 2018	Steering Committee/ Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>• Provide opportunities for IAG staff to be involved with RAP partners</li> </ul>	May – November 2016 & May November 2017	RAP Working Group/ Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>• Provide opportunities for IAG staff to hear from Indigenous leaders and community people at relevant internal forums</li> </ul>	March-July 2016, 2017 and 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>• Develop and implement a strategy to communicate the RAP to all internal and external stakeholders</li> </ul>	February 2016, 2017 & 2018	Head of Internal/External Communications
	<ul style="list-style-type: none"> <li>• Encourage and support participation in Reconciliation Australia RAP program across all IAG brand</li> </ul>	March-July 2016, 2017 & 2018	RAP Steering Committee/ RAP Working Group
	<ul style="list-style-type: none"> <li>• Support the Recognise campaign by providing financial assistance in supporting a community event</li> </ul>	Upon announcement of date for national referendum	Indigenous Engagement Manager

Our country's Indigenous communities are custodians of the world's oldest, continuous culture. This must be respected and honoured so that we may learn from our past to prepare all of our communities for a future where Reconciliation thrives and our Aboriginal and Torres Strait Islander peoples, organisations and businesses are empowered.

ACTION	TARGET	TIMELINE	RESPONSIBILITY
5. Increase knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements	<ul style="list-style-type: none"> <li>• Launch and promote an internal Aboriginal &amp; Torres Strait Islander on-line cultural awareness learning tool</li> </ul>	January 2016	Manager Learning & Development/Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>• All new staff complete the Aboriginal &amp; Torres Strait Islander Cultural e-learning modules within their first twelve (12) weeks of their employment commencement</li> </ul>	January 2016	Steering Committee
	<ul style="list-style-type: none"> <li>• All Steering Committee and Working Group members to undertake cultural learning activities.</li> </ul>	August 2016	Steering Committee
	<ul style="list-style-type: none"> <li>• All Steering Committee members to participate in an Aboriginal &amp; Torres Strait Islander community or cultural engagement activity</li> </ul>	March-August 2016	Chair Steering Committee
	<ul style="list-style-type: none"> <li>• Six (6) employees attend any cultural immersion learning activity (such as Garma) each year</li> </ul>	August 2016, 2017 & 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>• Review and update cultural awareness training strategy for employees which defines continuous cultural learning needs of employees in all areas of our business</li> </ul>	November 2016	Indigenous Engagement Manager/Manager, Learning & Development
	<ul style="list-style-type: none"> <li>• 120 employees complete a face to face cultural competency workshop</li> </ul>	November 2016, 2017 & 2018	Indigenous Engagement Manager

ACTION	TARGET	TIMELINE	RESPONSIBILITY
	<ul style="list-style-type: none"> <li>60% of existing staff (approximately 12,000) to complete the Aboriginal &amp; Torres Strait Islander cultural e-learning</li> </ul>	December 2018	Steering Committee
	<ul style="list-style-type: none"> <li>All senior leaders from General Manager and above to complete cultural e-learning tool</li> </ul>	December 2018	Steering Committee
<p>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples and communities by embedding cultural protocols as part of the IAG organisational functions</p>	<ul style="list-style-type: none"> <li>Invite a Traditional Owner, or respected local Aboriginal elder to provide a Welcome to Country at significant events such as AGM or Senior Leadership forums</li> </ul>	March-September 2016, 2017 and 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Acknowledgment of Country plaques to be publicly displayed at five (5) IAG offices</li> </ul>	July 2016	Manager, Indigenous Engagement, Facilities Manager
	<ul style="list-style-type: none"> <li>Senior leaders to conduct an Acknowledgment to Country at all events where there are at 50 or more employees present</li> </ul>	September 2016	ExCo/Manager Indigenous Engagement
	<ul style="list-style-type: none"> <li>Maintain and review a list of key contacts for organising a Welcome to Country</li> </ul>	September 2018	Manager, Indigenous Engagement
	<ul style="list-style-type: none"> <li>Continue to embed our Welcome to Country and Acknowledgement to Country cultural protocols across the business</li> </ul>	September 2016, 2017 & 2018	ExCo/Manager Indigenous Engagement/RAP Steering Committee
	<ul style="list-style-type: none"> <li>Continue to communicate and make available Welcome to Country and Acknowledgment to country cultural protocol to all our people</li> </ul>	September 2016, 2017 & 2018	Indigenous Engagement Manager

ACTION	TARGET	TIMELINE	RESPONSIBILITY
<p>7. Celebrate NAIDOC Week and provide opportunities for Aboriginal and Torres Strait Islander staff to engage with culture and community during NAIDOC Week</p>	<ul style="list-style-type: none"> <li>Identify opportunities to engage our people in NAIDOC Week activities</li> </ul>	<p>3-10 July 2016 and first week July 2017 &amp; 2018</p>	<p>Indigenous Engagement Mgr/Steering Committee/ Working Group</p>
	<ul style="list-style-type: none"> <li>Provide opportunities for Aboriginal and Torres Strait Islander employees to participate in local NAIDOC week opportunities</li> </ul>	<p>1st Sunday to 2nd Sunday of July, 2016, 2017 &amp; 2018</p>	<p>Indigenous Engagement Manager, RSC, RWG</p>
	<ul style="list-style-type: none"> <li>Promote NAIDOC Week through internal communications such as intranet and yammer and messages by senior leaders</li> </ul>	<p>3-10 July 2016 and first week July 2017</p>	<p>Head of Internal Communications</p>
	<ul style="list-style-type: none"> <li>Support our people to participate in NAIDOC Week events in the local community.</li> </ul>	<p>3-10 July 2016 and first week July 2017 &amp; 2018</p>	<p>Head of Internal Communications</p>
	<ul style="list-style-type: none"> <li>Hold an internal NAIDOC Week event</li> </ul>	<p>3-10 July 2016 and first week July 2017</p>	<p>Manager, Indigenous Engagement</p>
	<ul style="list-style-type: none"> <li>Review HR policies and procedures to ensure there are no barriers to employees participating in NAIDOC Week.</li> </ul>	<p>November 2016</p>	<p>Indigenous Engagement Manager and Diversity Manager</p>

ACTION	TARGET	TIMELINE	RESPONSIBILITY
<p>8. Increase Aboriginal and Torres Strait Islander recruitment and retention</p>	<ul style="list-style-type: none"> <li>Promote IAG as an 'Employer of Choice' through Indigenous media outlets, employment agencies and identified community organisations</li> </ul>	<p>December 2016</p>	<p>Talent and Acquisition Business Partner</p>
	<ul style="list-style-type: none"> <li>Establish 22 university internship opportunities available to Aboriginal &amp; Torres Strait Islander university students each year</li> </ul>	<p>December 2016, 2017 &amp; 2018</p>	<p>Manager Indigenous Engagement</p>
	<ul style="list-style-type: none"> <li>Engage with existing Aboriginal &amp; Torres Strait Islander employees to consult on employment strategies, including professional development</li> </ul>	<p>December 2016, 2017 &amp; 2018</p>	<p>Manager, Talent and Acquisition</p>
	<ul style="list-style-type: none"> <li>Advertise career opportunities with IAG through Aboriginal &amp; Torres Strait Islander media channels</li> </ul>	<p>December 2016, 2017 &amp; 2018</p>	<p>Manager, Talent and Acquisition</p>
	<ul style="list-style-type: none"> <li>Continue to implement, review and update Aboriginal and Torres Strait Islander Employment and Retention strategy which includes professional development</li> </ul>	<p>September 2018</p>	<p>Manager, Talent and Acquisition</p>
	<ul style="list-style-type: none"> <li>Commit to increasing Aboriginal and Torres Strait Islander employment to represent 1.5% (130 employees) of the Australian IAG workforce</li> </ul>	<p>November 2018</p>	<p>Manager, Talent and Acquisition</p>

# OPPORTUNITIES

As a market leader, we have a great responsibility to take care of the communities we serve by helping make their world a safer place. At IAG, we want to extend these opportunities to our Indigenous peoples so they too are protected and strengthened and have access to a brighter future.

ACTION	TARGET	TIMELINE	RESPONSIBILITY
9. Increase Aboriginal and Torres Strait Islander supplier diversity	<ul style="list-style-type: none"> <li>Develop, review and update an Aboriginal and Torres Strait Islander Procurement Strategy for IAG</li> </ul>	May 2016 & May 2017	Senior Manager Sourcing & Procurement
	<ul style="list-style-type: none"> <li>Continue to sponsor the Supply Nation Awards and Gala Dinner each year</li> </ul>	May 2016, 2017 & 2018	Senior Manager Sourcing & Procurement/Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Participate in the Supply Nation Corporate Connect event each year</li> </ul>	May 2016, 2017 & 2018	Senior Manager Sourcing & Procurement/Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Increase the number of Indigenous Supply Nation suppliers used across IAG to 12 (both Tier 1 and Tier 2)</li> </ul>	December 2016, 2017 & 2018	Senior Manager Sourcing & Procurement
	<ul style="list-style-type: none"> <li>Continue to be a member and supporter of Supply Nation</li> </ul>	December 2018	Senior Manager Sourcing & Procurement/Indigenous Engagement Manager



# OPPORTUNITIES

ACTION	TARGET	TIMELINE	RESPONSIBILITY
<p>10. Support opportunities for Aboriginal &amp; Torres Strait Islander peoples through education</p>	<ul style="list-style-type: none"> <li>• Sponsor 600 Aboriginal and Torres Strait Islander students to complete high school through our continued partnership with AIME</li> </ul>	<p>December 2016, 2017 &amp; 2018</p>	<p>Indigenous Engagement Manager</p>
	<ul style="list-style-type: none"> <li>• Leverage partnership with the Western Sydney Wanderers co-sponsoring two (2) scholarships available to Aboriginal &amp; Torres Strait Islander students to attend University of Western Sydney</li> </ul>	<p>May 2016, 2017 &amp; 2018</p>	<p>Sponsorship &amp; Events Manager</p>
	<ul style="list-style-type: none"> <li>• Continue to support AIME activities through the promotion of fundraising events such as National Hoodie Day and the Gala Ball and our people participating in nominated volunteering programs.</li> </ul>	<p>December 2016, 2017 &amp; 2018</p>	<p>Steering Committee/ Working Group/Indigenous Engagement Manager</p>
	<ul style="list-style-type: none"> <li>• Continue formal partnership with Jawun to support the engagement of 12 employees to participate in secondment opportunities with</li> </ul>	<p>September 2016, 2017 &amp; 2018</p>	<p>Indigenous Engagement Manager</p>
	<ul style="list-style-type: none"> <li>• Continue to sponsor the NPY Women's Council and investigate opportunities to increase engagement with our people and the NPY programs and initiatives</li> </ul>	<p>September 2016, 2017 &amp; 2018</p>	<p>Sponsorship &amp; Events Manager</p>
	<ul style="list-style-type: none"> <li>• Continue to support cultural immersion event, the Larapinta Walk to benefit the NPY Women's Council.</li> </ul>	<p>September 2016, 2017 &amp; 2018</p>	<p>Indigenous Engagement Manager</p>
	<ul style="list-style-type: none"> <li>• Promote career opportunities through the smash repair industry to Aboriginal &amp; Torres Strait Islander students in Sydney through our partnership with AIME</li> </ul>	<p>December 2018</p>	<p>Supply Chain Specialist</p>

# OPPORTUNITIES

ACTION	TARGET	TIMELINE	RESPONSIBILITY
11. Promote research report - Protecting our First People: Report into the levels of risk exposure and insurance coverage in Australia's Indigenous Communities	<ul style="list-style-type: none"> <li>Publically release the findings of research commissioned into the need and attitudes of Aboriginal and Torres Strait Islander peoples, businesses and communities towards insurance and risk exposure</li> </ul>	December 2016	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Develop at least 1 new product or program that responds to the insights from this research</li> </ul>	December 2016	Indigenous Engagement Manager
12. Corporate partnerships opportunities	<ul style="list-style-type: none"> <li>Enhance formal partnerships with sporting partners, West Coast Eagles, Brisbane Bronco's and Collingwood Football Club that promotes Reconciliation and Aboriginal &amp; Torres Strait Islander achievement to the broader Australian community</li> </ul>	December 2018	Indigenous Engagement Manager

# TRACKING PROGRESS AND REPORTING

ACTION	TARGET	TIMELINE	RESPONSIBILITY
13. Report RAP achievements, challenges and learnings to Reconciliation Australia for inclusion in the RAP Impact Measurement Report	<ul style="list-style-type: none"> <li>Review, update and implement tracking, measure and reporting processes on IAG RAP activities</li> </ul>	February, June, August, November 2016, 2017 & 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	Submit by 30 September 2016, 2017 & 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Continue to participate in the Reconciliation Australia RAP Barometer</li> </ul>	September 2016, 2017 & 2018	Indigenous Engagement Manager
14. Report RAP achievements, challenges and learnings internally and externally	<ul style="list-style-type: none"> <li>Publicly report IAG RAP achievements, challenges and learnings</li> </ul>	December 2018	Indigenous Engagement Manager
15. Review, refresh and update IAG RAP	<ul style="list-style-type: none"> <li>Review, refresh and update RAP based on learnings, challenges and achievements</li> </ul>	June 2018	Indigenous Engagement Manager
	<ul style="list-style-type: none"> <li>Send draft RAP to Reconciliation Australia for formal feedback and</li> </ul>	October 2018	Indigenous Engagement Manager