



Innovate Reconciliation Action Plan

November 2020 - November 2022

Building futures and protecting what matters



RECONCILIATION
ACTION PLAN

INNOVATE

SUNCORP 

Acknowledgement of country

Suncorp 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.



About the artist - Jeremy Donovan

Jeremy Donovan is a Kuku-Yalanji and Gumbaynggirr Man from the First Nations of Far North Queensland and the mid North Coast of New South Wales. Jeremy is recognised as an influential voice and advocate for Aboriginal and Torres Strait Islander peoples education and employment and is also a highly respected keynote speaker, musician and artist, and has shared his connection to his ancient culture with thousands of people around the world. Jeremy is the Managing Director of his business, Walking with Wisdom, an Aboriginal and Torres Strait Islander consultancy that helps organisations work towards symbolic and practical reconciliation.



About our artwork

In recognition of the continuation of Suncorp's reconciliation journey, Suncorp has continued to use elements of the artworks produced by Aboriginal artist, Jeremy Donovan, throughout our Innovate RAP.

Suncorp engaged Jeremy to develop the artwork in celebration of the commencement of Suncorp's reconciliation journey in 2018. Jeremy painted three separate, yet connected, pieces of art live from Suncorp's Brisbane, Sydney and Melbourne offices, inspired by many conversations he shared with Suncorp employees. The artworks have become truly symbolic of our commitment to reconciliation by our employees, with replicas of the artwork also found in other sites.

About our graphic designer

Suncorp is proud to have had CareerTrackers Intern, Ruby Hollis, design our Innovate RAP. Ruby graduated from the University of the Sunshine Coast and was selected as an intern in Suncorp's digital communications team.

"Suncorp are a leading example of how businesses can contribute in order to help close the gap".

Ruby Hollis, Graphic Designer

Suncorp's vision for reconciliation

Suncorp's vision for reconciliation is centered on coming together to build a more inclusive, prosperous and resilient Australia – for all Australians.

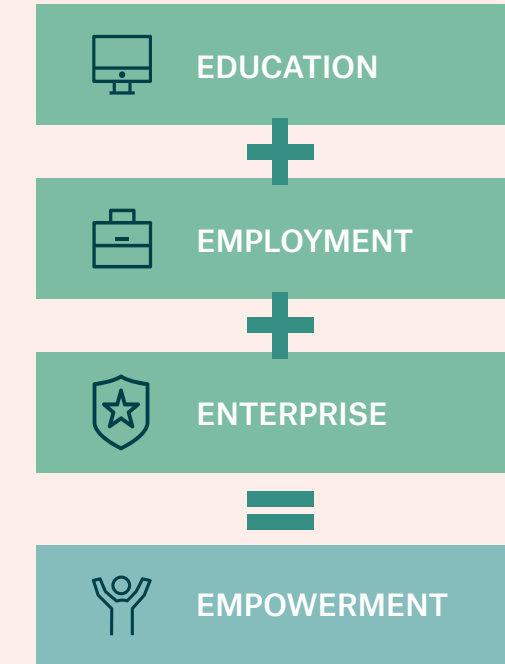
Our vision:

"All Aboriginal and Torres Strait Islander peoples to be empowered to participate in the economy, be included in the financial system and have the means to build financial, social and natural hazard resilience for themselves, their family and their community."

For Suncorp, this means:

- ✓ Better understanding and playing a proactive role in addressing the economic disparity between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.
- ✓ Working within our spheres of influence, and in collaboration with Aboriginal and Torres Strait Islander communities and organisations, our workforce and other stakeholders.
- ✓ Remaining committed to improving the accessibility, suitability and affordability of financial products and services for Aboriginal and Torres Strait Islander peoples and supporting those who are experiencing hardship or adversity.

Our RAP focus areas



About our front cover image

This shot of the **Nunukul Yuggera Aboriginal Dance Group** was captured at the 2019 MOSAIC Multicultural Festival in Brisbane, which Suncorp has been supporting since 2017 through our partnership with Multicultural Australia.

For more than 25 years the Nunukul Yuggera Aboriginal Dancers have been showcasing Traditional Aboriginal culture through song, dance and other various forms of cultural expression right across the world.



**Statement from Steve Johnston,
SUNCORP CEO & MANAGING DIRECTOR**

It is with great pride that I present Suncorp's second Reconciliation Action Plan (RAP).

As a large business which has proudly been supporting people and communities across Australia for more than 115 years, we know the important role we have in building an inclusive, prosperous and resilient society for all Australians. Suncorp's purpose is **building futures and protecting what matters**; contributing to reconciliation in a relevant and sustainable way is a critical part of living this purpose.

Since commencing our reconciliation journey in 2018 with the launch of our Reflect RAP, Suncorp has made solid progress in building a strong foundation from which to continue to drive reconciliation and positive social impact.

We have strengthened our relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations, deepened our understanding and respect for our First Peoples' rich history, cultures and achievements, and supported meaningful opportunities with and for Aboriginal and Torres Strait Islander peoples.

It's been great to see our teams embrace our reconciliation efforts, and this has been evident through the regular incorporation of Welcome to Country and Acknowledgement of Country protocols in our business events and gatherings, as well as participation in National Reconciliation Week and NAIDOC Week events and cultural education opportunities offered to our people right across the country.

In March 2019, we launched our partnership with Clontarf Foundation, aimed at improving the education and employment outcomes for young Aboriginal and Torres Strait Islander men through experiences that help build their confidence, life skills and futures. The partnership also provides valuable cultural exchange for our employees.

Suncorp has been proud to work in collaboration with community groups and other like-minded corporates over the past three years to support a wide ranging initiative to reduce the financial hardship experienced by Aboriginal and Torres Strait Islander peoples in times of Sorry Business. This goes to the very heart of our financial inclusion work, which seeks to improve access to suitable, affordable financial products, services and resources, particularly for those who are most vulnerable.

Importantly, we have also been able to gain clarity on our organisation's vision for reconciliation, which is centred on reducing the economic disparity between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians. Supporting programs that achieve positive outcomes in education, employment and enterprise is core to working towards this vision and is a key focus for our Innovate RAP.

We remain committed to working in partnership with Aboriginal and Torres Strait Islander stakeholders to improve the financial, social and natural hazard resilience of Aboriginal and Torres Strait Islander peoples and communities.

I'd like to thank the individuals and organisations who have helped shape our Innovate RAP, and I, together with our Board and senior leaders, look forward to driving meaningful change as we deliver on our commitments.

STEVE JOHNSTON
CEO & Managing Director



**Statement from Karen Mundine,
RECONCILIATION AUSTRALIA CEO**

Reconciliation Australia commends Suncorp on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful, and impactful RAP outcomes into the future.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

This Innovate RAP is both an opportunity and an invitation for Suncorp to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, Suncorp will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of relationships, respect, and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

With over 2.3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Suncorp is part of a strong network of more than 1,100 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals Suncorp's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Suncorp on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

KAREN MUNDINE
Chief Executive Officer
Reconciliation Australia



About Suncorp

With a heritage dating back to 1902, the Group offers insurance, banking and wealth products and services through some of Australia and New Zealand's most recognised financial services brands.

Purpose:
Building futures and protecting what matters.

Group Snapshot



More than **13,000** employees in Australia¹



Top 50 - ASX company

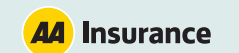


\$96 billion in group assets



3.8 million active digital users

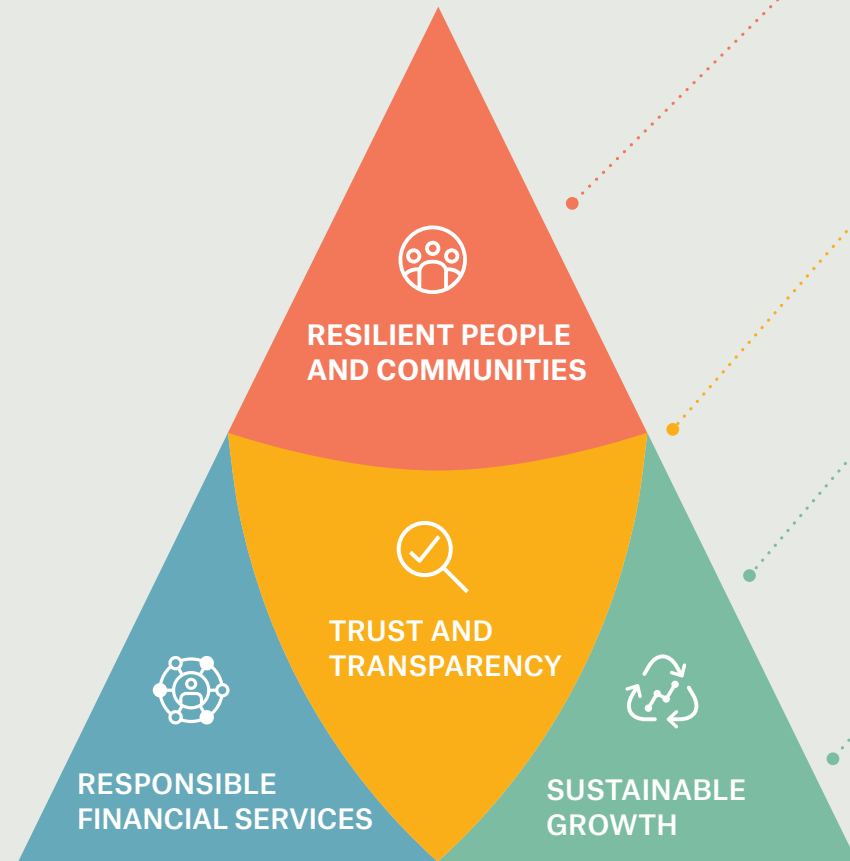
161 offices, contact centres, stores, business centres, agencies and repair centres across Australia including 85 in Queensland, 39 in New South Wales and 18 in Victoria².



¹ Published in Suncorp's Workplace Gender Equality report in May 2020. ² As at 30 October 2020.

Image: Students of the Kirwan Clontarf Academy Townsville and Suncorp employees volunteer to help a local campsite prepare for storm season as part of the Suncorp's Storm Ready Streets campaign.

The Principles we aspire to:



RESILIENT PEOPLE AND COMMUNITIES

We respect human rights and invest in the wellbeing and resilience of our people and communities. We are there for our people and our communities in times of need.



TRUST AND TRANSPARENCY

We are committed to building trust and doing the right thing. We are open and transparent in our dealings with our stakeholders.



SUSTAINABLE GROWTH

We seek to innovate and optimise economic, social and environmental outcomes throughout our business and value chain.



RESPONSIBLE FINANCIAL SERVICES

We put our customers at the heart of everything we do and help them make good choices. We provide customers with access to affordable financial services that meet their needs.



Corporate responsibility at Suncorp

Being a responsible and sustainable business is critical to Suncorp achieving its strategy and earning the trust of the community. Our reconciliation work forms an important part of being a responsible business, particularly as we aspire to build resilient people and communities and offer financial products and services that have the needs and wellbeing of our customers and communities at their heart. Suncorp is committed to growing our business inclusively and serving the whole community regardless of location, background, language, age or income – fundamental to addressing financial inclusion and equality.

In 2019 Suncorp became a signatory to the United Nations Global Compact, a framework for sustainable business with specific commitments to human rights, labour, environment and anti-corruption and which also influenced the development. This helps us align our business practices with broader societal goals including reducing inequality. As part of this, we are driving awareness and action in support of the Sustainable Development Goals, which also call for action to address significant economic, social and environmental challenges such as poverty, inequality, health and wellbeing and climate action.



Suncorp employees participating in cultural experience.



Delvene Cockatoo Collins at the 2019 Meeanjin Markets.

Investing in the community

Suncorp takes its role in the community seriously. Suncorp is committed to building resilient people and communities, by investing in three core areas:



We work in partnership with community organisations, suppliers and partners, other like-minded corporates, various levels of government, Industry associations, academia and our workforce to drive this.

Measuring the impact we achieve through our reconciliation efforts is important to Suncorp and we aim to build social impact measures into all of our partnerships in order to help us evaluate their effectiveness.

Creating an inclusive and diverse Suncorp

At Suncorp we build inclusion by providing an environment where everyone is able to be themselves and feel valued, involved and respected for their perspectives and contribution. We believe we are all responsible for promoting diversity and fostering inclusion. Suncorp is proud to be included in the Diversity Council of Australia's Inclusive Employers' 2019-20 list, which acknowledges organisations that are actively committed to driving inclusion.

Suncorp aims to provide opportunities for Aboriginal and Torres Strait Islander peoples, including the creation of employment pathways. 128 employees (1.2% per cent) of Suncorp employees currently identify as Aboriginal and/or Torres Strait Islander (Suncorp Employee Engagement survey, 2020) and we are committed to improving this to better reflect our communities.

In the 2018 employee engagement survey, 71% of our workforce said they had a good understanding of Aboriginal and Torres Strait Islander cultures in which they live and work.

Driving a diverse supply chain

Our procurement practices play a critical role in providing opportunities, including employment, for Aboriginal and Torres Strait Islander businesses. Our procurement team have been working with Supply Nation, of which Suncorp has been a member since 2015, to increase their understanding of the benefits of working with Aboriginal and Torres Strait Islander-owned businesses to maximise our partnership. Through Suncorp's Supplier and Partner Code of Practice, we reinforced our commitments to diversity, including Aboriginal and Torres Strait Islander suppliers and a new onboarding program has been introduced to support this.



Dmitri Ahwang, Clontarf Graduate, at Suncorp's Cairns Store.

Building financial resilience and support for Aboriginal and Torres Strait Islander peoples

Suncorp has been part of the Financial Inclusion Action Plan (FIAP) program since its inception in 2016 to improve the accessibility, suitability and affordability of financial services and support for Australians, particularly those experiencing vulnerability or at risk of being excluded from the financial system.

Suncorp aspires to be part of the solution to improve the financial resilience and wellbeing with, and for, Aboriginal and Torres Strait Islander peoples - individuals, businesses and communities.

We have been working with Commonwealth Bank, IAG, NAB and Social Ventures Australia to develop a response that addresses the financial challenges faced by Aboriginal and Torres Strait Islander peoples when a loved one passes away. We also support First Nations Foundation in expanding their financial capability programs to build financial resilience and wellbeing for Aboriginal and Torres Strait Islander communities.

Improving accessibility to banking and insurance for Aboriginal and Torres Strait Islander Australians

The Australian Banking Association and the Insurance Council of Australia have strengthened their respective Codes of Practice in recent times to improve access and support for Aboriginal and Torres Strait Islander peoples. Suncorp has processes in place to assist Aboriginal and Torres Strait Islander customers in meeting identification requirements to open a bank account and access other services, regardless of their geographic location. Suncorp has also strengthened its processes and support for customers experiencing vulnerability or financial hardship and is improving its external referral pathways in line with this.

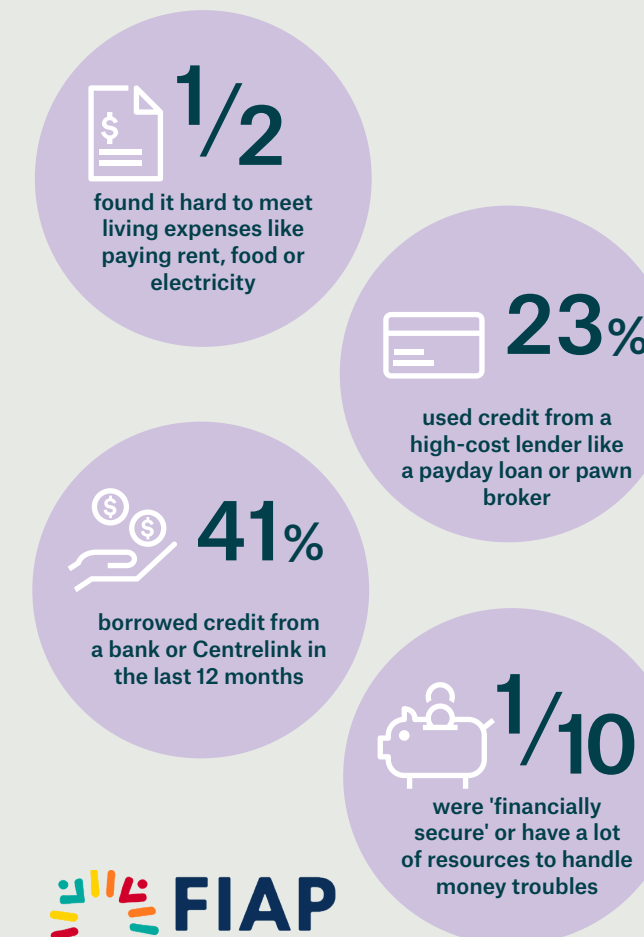
Suncorp's Group Customer Advocate

Suncorp's Office of the Customer Advocate spans both banking and insurance and is committed to driving better, fairer outcomes for customers. They work to improve our processes, decisions and practices in line with this, including reviewing individual customer complaints that are complex or sensitive in nature. Suncorp's Customer Advocate, Michelle Bain, is Co-Chair of Suncorp's RAP and FIAP Committee and hosts an annual Consumer Advocate Day where community and advocacy groups are invited to share their views and comments with senior executives from across Suncorp. You can contact the team at customeradvocate@suncorp.com.au



Suncorp 2019 Consumer Advocate Day.

Key statistics from the Financial Resilience Report *



Source: CSI, First Nations Foundation and nab research, Money stories: Financial Resilience among Aboriginal and Torres Strait Islander Australians, May 2019.

About our RAP

Suncorp commenced its reconciliation journey in 2018 with the launch of its Reflect RAP. Through the implementation of our inaugural RAP Suncorp has been able to build a solid foundation from which we can continue to drive reconciliation, both within Suncorp and in the communities in which we operate.

Having developed respectful relationships with Aboriginal and Torres Strait Islander stakeholders, and a clear vision for reconciliation within our sphere of influence, Suncorp is proud to be embarking on an Innovate Reconciliation Action Plan. This Plan commits us to further build and strengthen relationships, respect and relevant opportunities and innovative strategies with Aboriginal and Torres Strait Islander peoples and communities over the coming two years.

Suncorp remains committed to ensuring our reconciliation actions and initiatives are meaningful, mutually beneficial and sustainable.

We thank the many Aboriginal and Torres Strait Islander organisations, communities and individuals that have guided us through our RAP journey to date.



RAP Working Group members attend Spirit of the Red Sand cultural experience.

Our RAP governance

Champion

Suncorp's RAP Champion is responsible for championing the RAP and mobilising employees across the business. Our RAP Champion has strong support from Suncorp's Board, Executive Leadership Team, RAP and FIAP Committee and RAP Working Group members.

Chris Fleming, Executive General Manager Consumer Distribution, Banking & Wealth, is our RAP Champion.

Committee

Suncorp's RAP and FIAP Committee is responsible for overseeing the implementation of the RAP, prioritising RAP initiatives, and monitoring progress against the RAP. They provide strategic guidance to the RAP Working Group.

The RAP and FIAP Committee is made up of executives from functions across the business who meet quarterly. The members are:

- Executive General Manager Group Customer Advocate
- Executive General Manager Group Corporate Affairs & Investor Relations
- Executive General Manager Personal Injury Insurance
- Executive General Manager Business Banking
- Executive General Manager Consumer Distribution
- Executive General Manager Strategic Advice
- General Counsel
- Head Of Corporate Responsibility
- Executive Manager Group Customer Advocate
- Manager Corporate Responsibility

Working Group

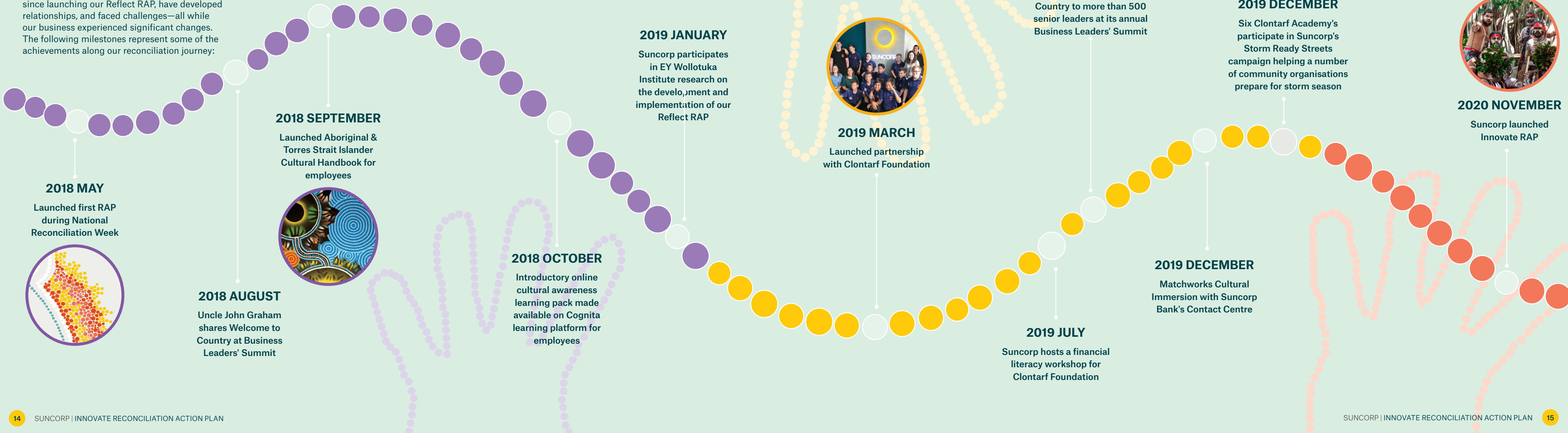
Suncorp's Working Group is responsible for promoting the RAP and RAP initiatives to Suncorp employees.

The RAP Working Group meet quarterly and is made up of Aboriginal and Torres Strait Islander employees and non-Indigenous employees from across the business. The members are:

- Executive Manager Accessibility
- Executive Manager Leadership, Talent and Learning
- Executive Manager Projects, People and Culture
- Manager Corporate Responsibility
- Manager Diversity & Inclusion
- Manager Group Customer Relations
- Manager Procurement
- Manager Banking Industry
- Manager Superannuation
- Manager Office of Customer Advocate
- Manager Talent Acquisition
- Manager ESG Integration
- Leader Customer Communications
- Leader Customer Value
- Senior Advisor Corporate Responsibility
- Officer Payments
- Advisor Risk

Our RAP journey

We've achieved some foundational milestones since launching our Reflect RAP, have developed relationships, and faced challenges—all while our business experienced significant changes. The following milestones represent some of the achievements along our reconciliation journey:



2018 MAY

Launched first RAP during National Reconciliation Week



2018 SEPTEMBER

Launched Aboriginal & Torres Strait Islander Cultural Handbook for employees



2018 AUGUST

Uncle John Graham shares Welcome to Country at Business Leaders' Summit

2019 JANUARY

Suncorp participates in EY Wollotuka Institute research on the development and implementation of our Reflect RAP



2019 MARCH

Launched partnership with Clontarf Foundation

2019 AUGUST

Elder of the Go'enpul Peoples of Yuggera nation, Uncle Stephen Coghill, shares a Welcome to Country to more than 500 senior leaders at its annual Business Leaders' Summit



2019 DECEMBER

Six Clontarf Academy's participate in Suncorp's Storm Ready Streets campaign helping a number of community organisations prepare for storm season



2020 NOVEMBER

Suncorp launched Innovate RAP

2019 DECEMBER

Matchworks Cultural Immersion with Suncorp Bank's Contact Centre

2019 JULY

Suncorp hosts a financial literacy workshop for Clontarf Foundation

Our progress

Since commencing our reconciliation journey in 2018 with the launch of our Reflect RAP, Suncorp has made solid progress in building a strong foundation from which to continue to drive reconciliation and positive social impact. Some of our progress on the core RAP pillars of Relationships, Respect and Opportunities are outlined here.

Relationships

We have had a strong focus on building relationships internally and externally at Suncorp. Through the implementation of Suncorp's Reflect RAP, we have laid strong foundations from which to continue to build meaningful and long-term relationships and contribute to reconciliation in a structured, relevant and respectful way.

We continue to partner with CareerTrackers and Supply Nation, and we have developed relationships and supported organisations such as:

- The **South East Queensland Indigenous Chamber of Commerce** to improve economic participation for small businesses through their successful Meeanjin Markets in Brisbane.
- **First Nations Foundation** to help expand their financial education and capability building programs, including their highly successful Big Super Day Out events, which Suncorp has provided sponsorship for and volunteered at during their 2018 and 2019 roadshows.
- **Clontarf Foundation** to improve education and employment outcomes for young Aboriginal and Torres Strait Islander men.



First Nations Foundation



clontarf foundation



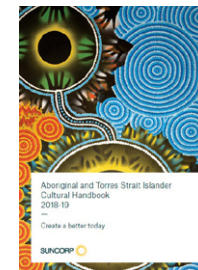
Supply Nation



CareerTrackers Indigenous Internship Program



South East Queensland Indigenous Chamber of Commerce



Respect

- Launched our **Aboriginal and Torres Strait Islander Cultural Handbook** as a reference guide for all employees to better understand Aboriginal and Torres Strait Islander cultures. Launched an online introductory Aboriginal and Torres Strait Islander cultural awareness pack on our company-wide learning platform.
- More than 2,500 employees to date have observed National Reconciliation and NAIDOC Week each year, engaging in cultural education opportunities including cultural walking tours, workshops, morning teas, performances, markets, career expos and cultural immersion opportunities.
- RAP Working Group member, Stacey Wesserr shared a tribute to her mother and grandmother with all employees via an article on Suncorp's intranet, in light of the 2018 NAIDOC Week theme, 'Because of her, We Can'. The article supported increasing our employee's cultural awareness and learnings.

Opportunities

Employment pathways

Suncorp has strengthened our employment pathways and support for Aboriginal and Torres Strait Islander candidates through CareerTrackers and other recruitment agencies.

- Since 2017, we have welcome nine CareerTracker interns into roles across Suncorp.
- Suncorp is also working in partnership with providers such as Matchworks to improve our Aboriginal and Torres Strait Islander employment approach, through their 'Deadly Yakka' employment program. In 2019 we piloted two job placements in our Banking Contact Centre team, and we are focused on learning from the pilot initiatives and embedding the partnership.
- Through our partnership with Clontarf Foundation, we have hosted career exposure days and work experience opportunities and attended Clontarf's employment forums with the aim of enabling these students to broaden their horizons, learn new skills and open their eyes to a range of career options.

Sorry Business Financial Hardship Solution

Since 2017, Suncorp has been working in partnership with Commonwealth Bank, IAG, NAB and Social Ventures Australia to develop a response to address the financial challenges faced by Aboriginal and Torres Strait Islander peoples when paying for the funerals of loved ones.

The response provides:

- a new way for people to prepare financially with an innovative financial product (the funeral saver plan); and

- more affordable provision of meaningful, cultural funerals, by replicating not-for-profit funeral services in communities across Australia. Both aspects are focused on the needs of Aboriginal and Torres Strait Islander communities. This innovative approach will provide an urgently needed solution to alleviate the significant issues these communities face when a loved one passes away.

The funeral saver plan will be available to local consumers from early 2021 and the affordable funeral services are being piloted in several locations in 2021. Given the significant issues faced by these communities when a loved one passes, this innovative and coordinated approach from across the financial services industry will provide an urgently needed solution.

South East Queensland Indigenous Chamber of Commerce (SEQICC) and Meeanjin Markets

With Suncorp's support, the Meeanjin Markets have generated more than \$330,000 for Aboriginal and Torres Strait Islander businesses. Suncorp has also held in-house workshops for employees including a traditional weaving workshop led by Quandamooka creative, Delvine Cockatoo-Collins, and a workshop led by SEQICC President and small business owner, Leesa Watego, to help Suncorp teams better understand the needs, challenges and opportunities faced by Aboriginal and Torres Strait Islander businesses.

Big Super Day Out

Suncorp has been a community outreach partner of First Nations Foundation (FNF) since 2018 and has supported their annual Big Super Day Out superannuation program for the past two years as a sponsor and through volunteering. To date, they have reunited with 1,636 people across Australia with \$24.04 million in super.

Procurement

Suncorp's procurement function is committed to Suncorp's RAP and has enhanced their knowledge and understanding about Aboriginal and Torres Strait Islander businesses and the mutual benefits in procuring from them. They have established a solid foundation from which to develop and embed procurement frameworks and processes. Key activities undertaken include:

- Continuing to work closely with Supply Nation to see how we can improve our sourcing processes to increase the engagement.
- In June 2018 Suncorp's Supplier/Partner Code of Practice was published. The Code was a key step in making suppliers aware of Suncorp's commitments to diversity including Aboriginal and Torres Strait Islander suppliers.

At the end of 2018 the team reviewed our supplier onboarding process. Suppliers are now given the opportunity to disclose if they identify as an Aboriginal and Torres Strait Islander owned business, what percent of employees identify as Aboriginal and/or Torres Strait Islander and if they are registered with Supply Nation. Since the new system was established, we have spent a total of \$1.97 million with suppliers that identify as being an Aboriginal and Torres Strait Islander business.

GOVERNANCE AND REPORTING

Suncorp published its Reflect RAP online in May 2018 and has also highlighted it through our Annual Reporting Suite and in presentations to a number of external audiences.

- Our RAP Working Group meets quarterly and is made up of Aboriginal and Torres Strait Islander employees and non-Indigenous employees from across the company.
- Our RAP and FIAP Committee meets quarterly and is made up of executives from functions across the business.
- Updates are also provided to our Diversity Council on a regular basis.



Stallholder at 2019 Meeanjin Markets

CASE STUDY 1



“Thanks to Clontarf, the transition into Suncorp has been surprisingly easy. The Foundation does a great job preparing students for real life work experiences and without their encouragement I would have never thought about applying for an opportunity like this” Dmitri said.

Supporting Clontarf Graduates to kick goals

A talented rugby league player, Dmitri Ahwang’s dream is to one day play for the NRL. While pursuing his sporting goal, Dmitri also understands the importance of building a career and upon graduating from Clontarf Academy started working in Suncorp’s Cairns Central Branch as a Sales and Service Assistant.

Keen to support Dmitri’s rugby league aspirations, Suncorp Store Leader Nick Ranson tailored Dimitri’s hours to allow him to continue training and travel with his rugby league team. “I was introduced to Dmitri through Suncorp’s community partner, Clontarf Foundation, and was instantly impressed with his warm and engaging nature,” Nick said.

“Throughout the interview process, he was very open about needing flexibility to pursue his rugby league career and this was something I really wanted to support” he said.

During his first week with Suncorp, Dmitri gave back to his Clontarf roots by attending the Regional Clontarf Rugby League Carnival as a special guest. Clontarf Foundation Regional Manager Kent Beasley said he was pleased to see Clontarf graduates setting a positive example for younger students. “The boys clearly look up to Dmitri as a leader, and we look forward having him set a great example for the younger boys in our program both through his sporting endeavours and as an employee with our partner Suncorp” Kent said.

CASE STUDY 2

Strengthening Aboriginal and Torres Strait Islander employment pathways

With the help of CareerTrackers, Suncorp has been strengthening its employment pathways for Aboriginal and Torres Strait Islander candidates since 2017. CareerTrackers links Aboriginal and Torres Strait Islander university students with Suncorp for paid internships to support them to gain meaningful employment that match their career aspirations.

Suncorp have placed nine interns into various roles across Suncorp including Data, Technology and Labs, Human Resources, Insurance and Finance, Legal and Advice.

Catherina Behan, Diversity & Inclusion Manager says of the program “What makes CareerTrackers stand out is their well-established frameworks and the quality of their candidates. It means we can utilise successful pathways to increase diversity and inclusion, ensuring we do our part to close the gap and grow the Aboriginal and Torres Strait Islander leaders of the future”.

One intern who has found success through the program is Technical Support Analyst, Roy Reisenleiter.

As part of his university degree in Information Communication Technology, Roy was encouraged to apply for an internship and decided to apply through CareerTrackers, a decision he believes has given him invaluable experience. “I’ve been blown away by the technical knowledge and the skills of my team. Since starting here, I have learnt much more than I could have ever anticipated”.



Upon finishing his internship in early 2020, Roy was hired full-time to support employee’s technical issues at our Brisbane Smart Bar. Delivery Manager Steve Foulkes says of Roy’s placement; “It’s been fantastic having Roy on the team. His enthusiasm and passion for learning and customer service makes him the ideal fit. I highly recommend teams participating in the program and onboarding interns to bring new ideas and fresh talent into Suncorp”.

“Growing up in a small regional town, education was not an emphasis and I am the first person in my family to go to University. Having access to an organisation like CareerTrackers at a younger age would have been amazing” Roy said.

CASE STUDY 3

Clontarf experiences helps employees be part of the change

Our partnership with Clontarf Foundation provides Suncorp employees with the opportunity to participate in an immersive experience with the Clontarf Academies. The experiences are aimed at helping employees get a much deeper understanding of the work Clontarf do with students to prepare them for transition from school to employment.

In 2019, two Suncorp leaders each spent three days with Clontarf mentors and boys sharing stories, life experiences and nature.

Executive Manager, Motor Assessing & Repair, Graeme Browne’s experience took place in NSW where he experienced different Clontarf campuses, participated in sporting activities, and had the opportunity to explore the Blue Mountains with the boys and local Elders. Graeme was impressed with how much the boys relished the opportunity to connect with him and experience different environments with their mentors. “It was powerful to see firsthand the



importance of supporting the boys - giving them strong role models to help them break the cycle of disadvantage which in many ways this starts with prioritising finishing school”.

Troy Townsend, Operations Delivery Leader, saw the opportunity to participate as a way to not only influence and inspire the boys, but as an opportunity to develop and educate himself on the importance of reconciliation. “Growing up one of my best friends was Aboriginal and Torres Strait Islander peoples...I heard his family stories around the stolen generation and racism. The experience in Townsville helped me understand more about inequality and why reconciliation is so critical. It also made me realise that it is my obligation to share my experiences with my team and connections to help close the gap”.

Clontarf Partnership Manager Kent Beasley believes the impact these immersive experiences have on corporate participants can be quite profound. Kent says “For many they will never have experienced anything like this, and it raises their level of awareness and understanding of the challenges and issues facing young Aboriginal and Torres Strait Islander men. Inevitably they leave the experience with a desire to be a part of the change that Clontarf is making happen”.

Read more about the Suncorp-Clontarf Partnership at suncorpgroup.com.au/news/community/helping-students-dream-big



Our learnings

Embedding reconciliation in our business operations

While we have come a long way since launching our first RAP, we recognise there is still a way to go in successfully setting up our business so that reconciliation initiatives are embedded into our business operations. We are looking at our procurement onboarding and sourcing processes to ensure that we accommodate Aboriginal and Torres Strait Islander business requirements to improve the diversity of our supply chain. We also recognise the important role our recruitment team must play in reaching our goal of increasing Aboriginal and Torres Strait Islander representation in our workforce. We continue to ensure any RAP initiatives we undertake remain relevant to our business and are focused on meaningful outcomes for all stakeholders.

Employee engagement is essential to the journey of reconciliation

We've seen firsthand the value of engaging our employees on our journey. Our RAP Working Group members champion activities nationally and we continue to ensure we have the right representation from across the business involved in the group. Employees who have participated in learning activities report an increase in cultural understanding and passion for supporting our reconciliation journey and taking the time to listen and learn from them has been important. We recognise there is an opportunity to drive awareness and education of future initiatives to further enable our employees to be the drivers of change.

The power of collaboration can never be underestimated

Collaborating on initiatives with both Aboriginal and Torres Strait Islander organisations and other corporates enriches our approach to reconciliation in many ways. Deepening our understanding of each other's needs allows us to drive momentum, build awareness and create greater social impacts than we would achieve alone. This has been demonstrated through our cross-sector collaboration on the Sorry Business initiative.

Below: RAP Working Group members attend Spirit of the Red Sand cultural experience.



Suncorp's Action Areas

Suncorp's action areas within its Innovate RAP follow Reconciliation Australia's guide and builds on those activities across the following areas:

SUNCORP'S ACTION AREAS			
GOVERNANCE AND CONSULTATION Our approach to the development, implementation and continuous improvement of our Plan.			
<p>RELATIONSHIPS Building and maintaining mutually beneficial relationships and ongoing promotion of reconciliation and our RAP.</p> <ul style="list-style-type: none"> - Strengthening internal and external relationships - Promoting reconciliation, positive race relations and our RAP 	<p>RESPECT Internal awareness and capability building: educating our people and developing their understanding about financial wellbeing and building their capability to meet the needs of Aboriginal and Torres Strait Islander customers and communities.</p> <ul style="list-style-type: none"> - Internal cultural education and learning - Embed cultural protocols and build capability of our people 	<p>OPPORTUNITIES -PRODUCTS AND SERVICES Exploring opportunities to improve the access to suitable, affordable products and services for Aboriginal and Torres Strait Islander peoples.</p> <ul style="list-style-type: none"> - Improving access to suitable, affordable products and services - Responsible banking and insurance practices 	<p>OPPORTUNITIES -BUSINESS PRACTICE LEVERAGE Continue to drive opportunities to improve the social outcomes of our employment and education, procurement and investment practices.</p> <ul style="list-style-type: none"> - Support initiatives that achieve positive employment, education and enterprise outcomes - Social procurement - Impact investing
TRACKING, REPORTING AND LEARNING Measuring and disclosing the effectiveness of our activities and learning from other participants in the RAP program.			



1. Relationships

Suncorp will continue to build and strengthen internal and external relationships with Aboriginal and Torres Strait Islander peoples, businesses and community representatives, which we know are fundamental to our reconciliation journey. We value the connections we have made to date and take great pride in working with and supporting our partners to achieve positive, measurable impact together in our community.

Action	Deliverable	Responsibility	Timeframe
1.1 Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	Manager Corporate Responsibility	November 2021, 2022
	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	Manager Corporate Responsibility	June 2022
1.2 Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	Manager Corporate Responsibility	May 2021, 2022
	RAP Working Group, Committee and Corporate Responsibility Council members to participate in an external NRW event.	Manager Corporate Responsibility	May 2021, 2022
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	Manager Corporate Responsibility	May 2021, 2022
	Organise at least one NRW event each year.	Manager Corporate Responsibility	May 2021, 2022
	Register all our NRW events on Reconciliation Australia's NRW website.	Senior Advisor Events	May 2021, 2022
1.3 Promote reconciliation through our sphere of influence.	Implement strategies to engage our workforce in reconciliation.	Manager Corporate Responsibility	May and November 2021, 2022
	Deliver opportunities for staff to engage in cultural walking tours, documentary screenings and our community partnerships.	Manager Corporate Responsibility	May and November 2021, 2022
	Communicate our commitment to reconciliation publicly.	Executive General Manager Corporate Affairs & Investor Relations	November 2020, August 2021, 2022
1.4 Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on an anti-discrimination policy.	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	Head of Corporate Responsibility	November 2021, 2022
	Collaborate with RAP and other like-minded organisations to develop ways to advance reconciliation.	Manager Corporate Responsibility	November 2021, 2022
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Manager Diversity & Inclusion	March 2021
	Engage with Aboriginal and Torres Strait Islander employees and/or Aboriginal and Torres Strait Islander advisors to continuously improve on our policies on anti-discrimination.	Manager Diversity & Inclusion	June 2021
	Implement and communicate our anti-discrimination policies for our organisation.	Manager Diversity & Inclusion	July 2022
	Educate senior leaders on and racism and its effects as it relates to their roles.	Manager Diversity & Inclusion	September 2022



2. Respect

Suncorp will work hard to provide opportunities to build awareness and capability among our people about Aboriginal and Torres Strait Islander cultures, histories, challenges and achievements. We are proud of the strength and resilience of Aboriginal and Torres Strait Islander peoples, the oldest continuous living culture in the world and believe this should be celebrated. We acknowledge the custodianship of our land and waters by the Traditional Owners and ongoing contribution to our communities.

Action	Deliverable	Responsibility	Timeframe
2.1 Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct a review of cultural awareness training needs within our organisation.	Executive Manager Leadership, Talent & Learning	June 2021
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning framework.	Executive Manager Leadership, Talent & Learning	June 2021
	Develop a cultural learning framework for our workforce.	Executive Manager Leadership, Talent & Learning	July 2022
	Provide opportunities for RAP Working Group members, people leaders and other key leadership to participate in formal and structured cultural learning.	Executive Manager Leadership, Talent & Learning	July 2022
2.2 Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	RAP Working Group, FIAP and RAP Committee, Community Investment Committee and Corporate Responsibility members to participate in an external NAIDOC Week event.	Manager Corporate Responsibility	July 2021, 2022
	Review policies and procedures to remove any barriers to employees participating in NAIDOC Week.	Executive Manager People Solutions	June 2021, 2022
	Promote and encourage participation in external NAIDOC events to all employees.	Manager Corporate Responsibility	November 2020, July 2021, 2022
	Continue to embed Cultural Handbook to raise awareness, educate and increase understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols for Suncorp employees.	Executive General Manager Corporate Affairs & Investor Relations	November 2021, 2022
	Continue to invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year including business leader summits, employee forums and Annual General Meetings.	Executive General Manager Corporate Affairs & Investor Relations	November 2021, 2022
2.3 Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Produce a video to demonstrate to employees how to deliver an Acknowledgement of Country.	Manager Corporate Responsibility	November 2020
	Include instructions for employees on how to deliver an Acknowledgement of Country to the internal communications and events resource hubs	Senior Advisor Events	November 2020
	Continue to include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	Executive General Manager Corporate Affairs	November 2021, 2022
	Display Acknowledgement of Country plaques in our main Brisbane, Sydney and Melbourne offices.	Manager Corporate Responsibility	November 2022



3. Opportunities - access to suitable, affordable products and services

Suncorp will continue to work in collaboration with relevant stakeholders to explore opportunities to improve access to suitable, affordable financial products, services and solutions for Aboriginal and Torres Strait Islander peoples. Suncorp is committed to supporting the financial resilience of Aboriginal and Torres Strait Islander peoples and communities.

Action	Deliverable	Responsibility	Timeframe
3.1 Improve access to suitable and affordable financial products, services and solutions for Aboriginal and Torres Strait Islander peoples.	Continue to collaborate with community organisations, industry bodies and other financial services providers to improve suitability, affordability and accessibility of products, services and solutions for Aboriginal and Torres Strait Islander peoples.	Executive Manager Accessibility Manager Bank Industry Relationships	July 2021, 2022
	Support delivery of a new funeral financial product that responds to the needs of Aboriginal and Torres Strait Islander peoples as they plan for the costs of Sorry Business when they pass away.	Executive Manager Accessibility	July 2021
	Participate in an industry working group that will work with an Aboriginal and Torres Strait Islander consultant to identify opportunities to improve accessibility of banking services to regional and remote Australians.	Manager Bank Industry Relationships	July 2022
	Explore opportunities to improve Suncorp's processes, service standards and support to enhance the customer experience for Aboriginal and Torres Strait Islander peoples.	Manager Customer Advocate	July 2021, 2022



Clontarf Warwick Academy students participating in exposure day at Suncorp



4. Opportunities - business practice leverage

Suncorp will support employment, education and enterprise opportunities for people from Aboriginal and Torres Strait Islander communities. We aim to improve people's financial and social resilience through economic resources, financial knowledge and behaviours, and social connections.

Action	Deliverable	Responsibility	Timeframe
4.1 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Review HR and recruitment procedures and policies to remove barriers so we can increase the percentage of Aboriginal and Torres Strait Islander employees among our workforce.	Manager Recruitment	June 2021
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	Manager Recruitment	June 2021
	Engage with current Aboriginal and Torres Strait Islander employees to inform future employment and professional development opportunities.	Manager Recruitment	June 2021
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development framework; established based on feedback of current Aboriginal and Torres Strait Islander employees who have participated in the process.	Manager Recruitment	July 2022
4.2 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	Manager Procurement	July 2022
	Maximise our Supply Nation membership and continue to develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to our workforce and value chain.	Manager Procurement	November 2021, 2022
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	Manager Procurement	June 2021
4.3 Increase the social, financial and natural hazard resilience of Aboriginal and Torres Strait Islander peoples through community investment.	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	Manager Procurement	July 2022
	Maintain and strengthen community partnerships that aim to increase the social, financial and natural hazard resilience of Aboriginal and Torres Strait Islander peoples.	Manager Corporate Responsibility	November 2021, 2022
	Explore opportunities to support financial capability building and improved economic participation of Aboriginal and Torres Strait Islander peoples by working with at least one community partner on financial wellbeing initiatives for their clients.	Manager Corporate Responsibility	July 2021, 2022
	Explore opportunities to support natural hazard preparedness, response and recovery of Aboriginal and Torres Strait Islander peoples by working with at least one community partner on awareness and planning initiatives for their clients.	Manager Corporate Responsibility	July 2021, 2022



5. Governance and consultation, tracking, reporting and learning

Suncorp will continue to develop authentic consultation and effective governance processes to inform and guide the development and implementation of our two-year Innovate-level RAP. Suncorp will develop and implement measurement tools and mechanisms to guide, inform and track our progress against our RAP goals.

Action	Deliverable	Responsibility	Timeframe
5.1 Actively develop, implement, oversee and monitor the RAP.	RAP and FIAP Committee to meet quarterly to drive and monitor RAP implementation.	Head of Corporate Responsibility	January, April, July, October 2021, 2022
	RAP Working Group to meet quarterly to promote the RAP and RAP initiatives.	Manager Corporate Responsibility	January, April, July, October 2021, 2022
	Maintain an effective RAP Working Group, ensuring Aboriginal and Torres Strait Islander representation is maintained.	Manager Corporate Responsibility	November 2021, 2022
	Refresh and apply Terms of Reference for the RAP and FIAP Committee and Working Group.	Manager Corporate Responsibility	February 2021, 2022
5.2 Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for Innovate RAP implementation.	Head of Corporate Responsibility	November 2020
	Work proactively across Suncorp to engage senior leaders, people managers and the broader workforce to deliver RAP commitments.	Manager Corporate Responsibility	November 2021, 2022
	Appoint and maintain an internal RAP Champion from senior management.	Head of Corporate Responsibility	November 2020
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	Manager Corporate Responsibility	November 2020
5.3 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.	Manager Corporate Responsibility	September 2021, 2022
	Report RAP progress to all staff and senior leaders quarterly (RAP and FIAP Committee).	Manager Corporate Responsibility	January, April, July, October 2021, 2022
	Publicly report our RAP progress and achievements against actions, challenges and learnings annually.	Manager Corporate Responsibility	August 2021, 2022
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	Manager Corporate Responsibility	April 2022
5.4 Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	Manager Corporate Responsibility	July 2022

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Stallholder at 2019 Meeanjin Markets.

To see more about Suncorp's
Reconciliation Action Plan, go online

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