



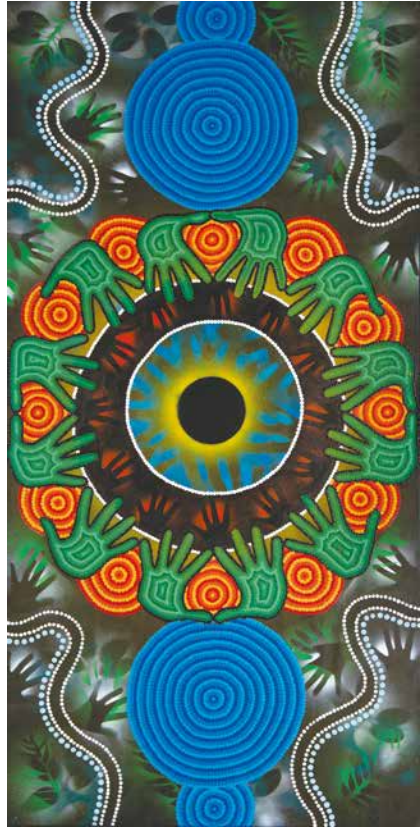
Reflect Reconciliation Action Plan

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April 2018 – April 2019

Suncorp Group Limited
ABN 66 145 290 124





Sydney artwork

The canvas produced in Sydney reflects Suncorp's ongoing work in supporting our communities. The sun (and depiction of the Suncorp logo) is the centre piece, while the green hands that circle it represent Suncorp's support of its customers and communities in the wake of natural disasters. The stencil plant outline symbolises Australia's natural environment and its susceptibility to the elements; the blue and white circles represents storms, cyclones and floods, while the orange and yellow tones represent the bushfires and drought. The hands in the background were produced by Jeremy and his daughter and are symbolic of the importance of protecting our future.



Brisbane artwork

The centre of the first artwork produced in Brisbane represents Suncorp's logo, the sun, also a significant symbol for many Indigenous Australian cultures and the centre point of the Aboriginal flag. The orange and yellow embellishment around the central circle is symbolic of Suncorp's resilience and ability to adapt to change and reinvent itself. The many hands in the background reflect Suncorp's proud heritage in, and ongoing commitment to, supporting our people and communities. The rivers that flow out from the sun represent the many arms and brands within Suncorp, that all work together to create a better today for our stakeholders. These rivers connect the three paintings together. The red flower within the sun represents 'Our Compass', a tool that guides our core behaviours and helps us achieve our purpose and vision.



Melbourne artwork

The Melbourne canvas was inspired by local employee conversations and shaped by the first two paintings produced in Brisbane and Sydney. The three central circles symbolise the three locations from which these artworks were created, while the stencilled hands reflect both the relationships Indigenous Australians share with their ancestry, as well as the historical Fire Mark plaques once used by the insurance industry to indicate whether a business had fire insurance. The hands that feature on the outer circles belong to one of our concierge members, reflecting the insight and support provided to Jeremy by the team. The sea of blues represent the waters Jeremy overlooked in each city in which he painted; the Brisbane River, the Sydney Harbour, The Yarra River and Port Phillip Bay, which influenced Jeremy's thoughts and reminded him of how much the environment continues to influence art. The orange and yellow tones depict the many sunrises Jeremy viewed while painting and are symbolic of the future; the sun brings life and hope and allows dreams to be born.

ABOUT OUR ARTWORK

Suncorp engaged Aboriginal artist, musician and keynote speaker, Jeremy Donovan, to produce some original artwork to celebrate and recognise the beginning of Suncorp's Reconciliation journey.

The artwork was developed live from Suncorp's Brisbane, Sydney and Melbourne offices, and was inspired by many conversations Jeremy shared with our employees. This formed a unique way for Suncorp employees to build awareness and pride in our RAP in the lead up to its launch.



[Hear about our RAP artwork development here](#)



[Watch the creation of the artwork here](#)

ABOUT THE ARTIST

Jeremy Donovan is a Kuku-Yalanji (Western Yalanji) and Gumbayngirr Man from the First Nations of Far North Queensland and the mid North Coast of New South Wales. Jeremy is a highly respected member of the Indigenous community. He is fast becoming recognised as an influential voice and advocate for Indigenous education and employment and has a wealth of experience working with young Indigenous men at risk. Jeremy is a highly respected keynote speaker and talented 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 Indigenous consultancy that helps organisations work towards symbolic and practical reconciliation.



[Hear from Jeremy about Reconciliation and his own journey here.](#)

ABOUT OUR REFLECT RECONCILIATION ACTION PLAN (RAP)

Reconciliation Australia's RAP Framework provides organisations with a structured approach to advance reconciliation. There are four types of RAPs that an organisation can develop - Reflect, Innovate, Stretch, Elevate - each designed to suit an organisation at different stages of their reconciliation journey.

Suncorp is embarking on a foundational-level Reflect RAP which includes practical actions to help drive our contribution to reconciliation within Suncorp and in the communities in which we operate.

Committing to a Reflect RAP allows Suncorp to spend time scoping and developing relationships with Aboriginal and Torres Strait Islander stakeholders, deciding on our vision for reconciliation and exploring our sphere of influence. This process will provide the solid foundations to ensure our future RAPs are meaningful, mutually beneficial and sustainable.

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.

STATEMENT FROM MICHAEL CAMERON

SUNCORP CEO & MANAGING DIRECTOR



It is with great pride that I present Suncorp's inaugural Reconciliation Action Plan (RAP), the beginning of what is a long-term commitment to supporting social and economic prosperity for Aboriginal and Torres Strait Islander peoples.

Suncorp's purpose is to Create a better today for all of our stakeholders. Our Corporate Responsibility framework, launched in 2017, outlines four key areas to help achieve this, including a focus on building resilient people and communities. Our RAP forms an important part of this, as does our Diversity and Inclusion Strategy.

Improving the financial and social resilience of Aboriginal and Torres Strait Islander Australians through initiatives that focus on achieving positive outcomes in education, employment and enterprise underpins Suncorp's vision for reconciliation.

We will drive programs within our business and in partnership with communities and other organisations to help tackle important economic and social challenges in a meaningful, relevant and sustainable way.

Given Suncorp is at the start of our Reconciliation journey, we are embarking on a Reflect-level RAP, to be implemented over the coming 12 months. This provides the foundation for Suncorp to build trust and strengthen our relationships, both internally and externally; deepen our understanding and respect for our First Peoples' rich history, cultures and achievements; and promote sustainable opportunities within our sphere of influence.

It also underpins Suncorp's aspirations to improve the cultural diversity of our organisation, to be reflective of the communities in which we operate and live. At Suncorp, we know a diverse and inclusive workplace means we can truly be our best.

Our RAP complements Suncorp's Financial Inclusion Action Plan (FIAP), which seeks to provide affordable and appropriate financial products, services and resources to improve resilience within our communities. In line with our FIAP, our RAP will explore opportunities for Suncorp to work with Aboriginal and Torres Strait Islander communities and other stakeholders to improve

the suitability and affordability of products and services.

Importantly, Suncorp's RAP has the full support of our Board and senior executive team. It will be governed by Suncorp's Corporate Responsibility Council to ensure we deliver on our commitments, that they remain relevant and we achieve our objectives. We are committed to reporting transparently on our progress.

Working with Reconciliation Australia, The BlackCard, Walking with Wisdom and our employees to develop our RAP has been valuable and rewarding, and we are looking forward to building on these relationships as we work to create a better today for Australia's First Peoples.

MICHAEL CAMERON
CEO & Managing Director

SUNCORP RAP: CEO STATEMENT

CHIEF EXECUTIVE OFFICER RECONCILIATION AUSTRALIA



Reconciliation Australia congratulates Suncorp on the endorsement of its first Reconciliation Action Plan (RAP), which will see it build on the key pillars of reconciliation – relationships, respect and opportunities.

As a top 20 ASX-listed company, this Reflect RAP will assist Suncorp to develop its own unique vision for reconciliation, as well as commitments to applying cultural learning, respectful business practice, and promotion of Aboriginal and Torres Strait Islander employment within its sphere of influence.

Suncorp displays a deep commitment to building and maintaining respectful relationships with Aboriginal and Torres Strait Islander peoples, organisations, and communities through its actionable goal to establish a RAP Working Group that is operational to support the implementation of its RAP, comprising of Aboriginal and Torres Strait Islander peoples and decision-making staff from across the organisation.

Practicing respect and understanding for Aboriginal and Torres Strait Islander peoples, histories and

cultures is demonstrated in Suncorp's Reflect RAP by its aim to develop a business case for a cultural capability strategy to help build employees' understanding of Aboriginal and Torres Strait Islander peoples' cultures, histories, achievements and aspirations.

Suncorp's dedication to providing opportunities and employment pathways for Aboriginal and Torres Strait Islander peoples is communicated in its commitment to explore opportunities to improve Suncorp's processes and service standards to enhance customer experience for Aboriginal and Torres Strait Islander peoples.

On behalf of Reconciliation Australia, I commend Suncorp on its first RAP, and look forward to following its ongoing reconciliation journey.

KAREN MUNDINE
Chief Executive Officer
Reconciliation Australia





About Suncorp

Suncorp Group Limited is a top 20 ASX-listed company with \$97 billion in assets. With a heritage dating back to 1902, today we are a unique financial services organisation delivering highly-valued banking, wealth and insurance products and services across Australia and New Zealand.

Suncorp employs approximately 13,400 people serving close to nine million customers through its trusted brands including Suncorp, AAMI, GIO, Shannons, Vero and Apia. In Australia, Suncorp employs almost 12,000 people and operates offices, stores, branches, contact centres and other affiliated agencies in metropolitan and regional communities in all states and territories across the country. Suncorp's main offices are in Brisbane, Sydney and Melbourne.

SUNCORP STRATEGY

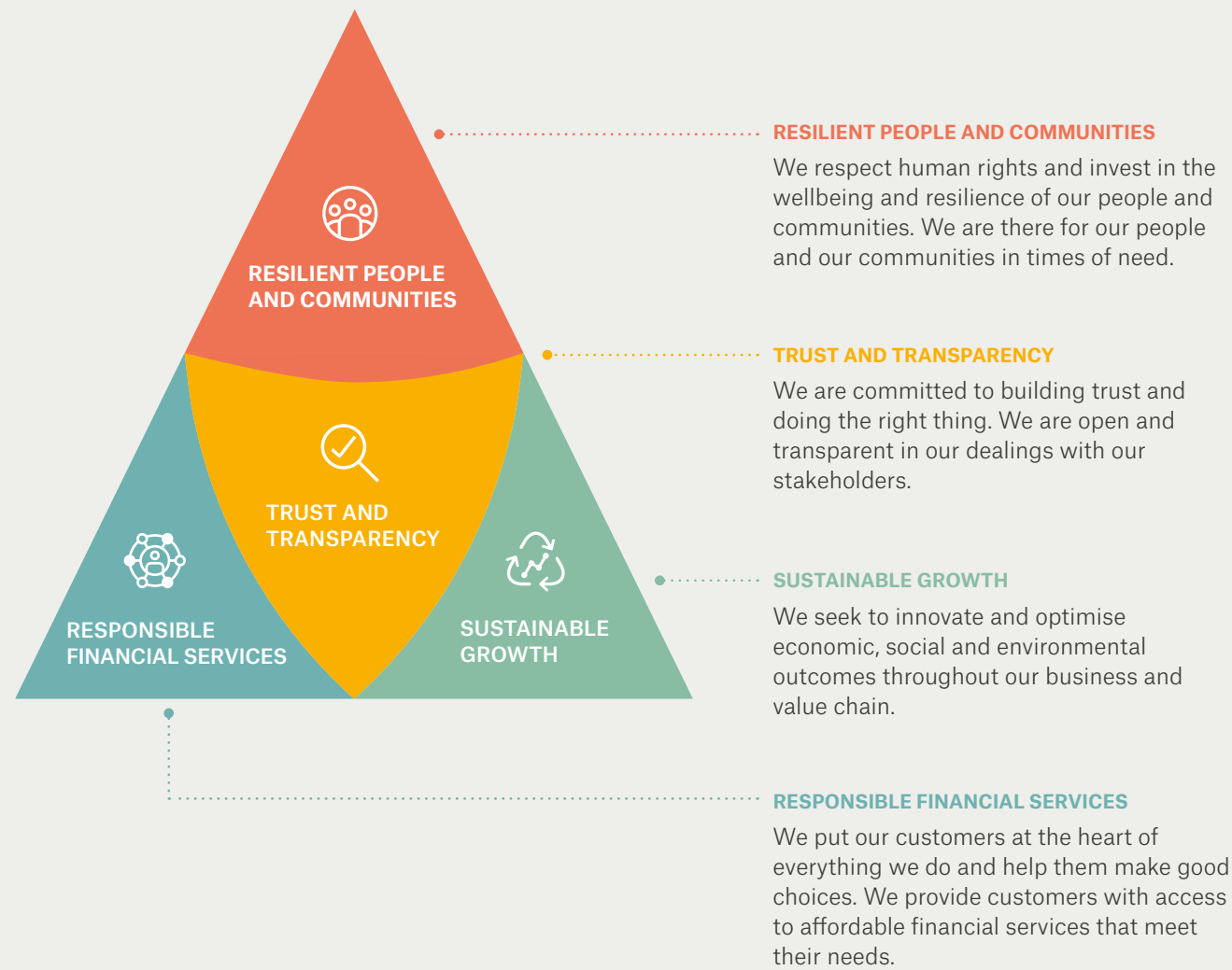
Suncorp's purpose is to *create a better today* for all of our stakeholders including our customers, communities, people and our shareholders. This means

we help people live the life they want now and plan for the life they want tomorrow.

Our vision is to be the destination for the moments that matter. By placing the customer at the centre of everything we do, we will have a deeper understanding of their needs and be in a better position to support them when they need us most.

We have evolved our strategy and the way we work to create greater value for our stakeholders, while building a responsible and more resilient organisation. We operate as 'One Suncorp' with the customer at the heart of our business. We are committed to delivering value for all, including people from culturally diverse backgrounds or those who are experiencing hardship.

THE PRINCIPLES WE ASPIRE TO:



CORPORATE RESPONSIBILITY AT SUNCORP

Creating and preserving value for all of Suncorp's stakeholders is central to our approach to corporate responsibility. We continually strive to improve our business practices to optimise outcomes, earn trust and maintain our licence to operate. Our Corporate Responsibility Framework helps us achieve Suncorp's purpose to *create a better today* for all stakeholders.

DIVERSITY AND INCLUSION AT SUNCORP

At Suncorp, our focus on diversity and inclusion is a business imperative and something we pride ourselves on. We know our people, customers and communities all benefit from a fairer, more inclusive culture. Likewise, we recognise that Suncorp will be its

best when its workforce is as diverse and talented as the communities in which it lives and operates. Everyone has a part to play in helping drive better outcomes for our people and our customers and we are all responsible for promoting diversity and fostering inclusion.

We are aiming to accelerate our journey towards a diverse workforce and inclusive culture with a particular focus on building our cultural diversity. We seek to enhance the cultural awareness and capability of our people, and to provide opportunities for Aboriginal and Torres Strait Islander peoples, including the creation of employment pathways. Almost one per cent of Suncorp employees currently identify as being Aboriginal or Torres Strait Islander (Suncorp Employee Engagement survey, 2016) and we are committed to improving this to better reflect our communities.

SOCIAL IMPACT AT SUNCORP

Suncorp focuses on building resilient people and communities, by investing in three core areas: financial resilience, social resilience and natural hazard resilience. Suncorp's RAP has a particular emphasis on building financial and social resilience through initiatives that achieve positive outcomes in economic and social participation for Aboriginal and Torres Strait Islander peoples.

Suncorp will also explore partnerships and initiatives that seek to build natural hazard and climate resilience in Aboriginal and Torres Strait Islander communities. Social impact measurement is important to Suncorp and we aim to build it in to all of our initiatives and partnerships in order to help us evaluate their effectiveness.



CareerTrackers interns, Emma Dunrobin and Darcee Duroux, attended the 2018 Leadership Development Institute Gala dinner with their Suncorp leaders.

BUILDING RESILIENT PEOPLE AND COMMUNITIES

FINANCIAL RESILIENCE

Building personal and financial resilience and wellbeing through access to affordable products and services, improved financial knowledge and behaviours and driving economic participation through employment, education and enterprise.



SOCIAL RESILIENCE

Helping individuals and communities build social capital by creating and maintaining social connectedness and participation, providing referral pathways and community networks and driving diversity and inclusion.



NATURAL HAZARD RESILIENCE

Delivering partnerships and initiatives that support individual and community preparedness and response to natural disasters and the changing climate.



FINANCIAL AND SOCIAL RESILIENCE IN AUSTRALIA

In 2016, Suncorp was among the first 12 Australian organisations to launch a Financial Inclusion Action Plan. Financial inclusion means having access to suitable and affordable financial services and support. The Centre for Social Impact defines financial resilience as an individual's ability to access and draw on internal capabilities and suitable external resources and support in times of financial adversity.

A number of factors contribute to an individual's level of financial inclusion and resilience, including education attainment, housing, labour force status, mental health, cultural background, gender and age. In 2016, the overall level of financial resilience in Australia decreased, with 2.4 million adults classified as being financially vulnerable.

Aboriginal and Torres Strait Islander peoples are over-represented among this group, with related matters such as payday lending, inappropriate funeral insurances and a lack of superannuation compounding the

issue. As identified by Managing Director and CEO of the Indigenous Consumer Assistance Network (ICAN), Aaron Davis, such matters need to be addressed through the development and promotion of ethical alternatives that meet the needs of Aboriginal and Torres Strait Islander peoples and address market failures.

Suncorp aspires to be part of the solution to improve the financial wellbeing and resilience of Aboriginal and Torres Strait Islander peoples.

WHAT IS FINANCIAL RESILIENCE?

Financial resilience is the ability to access and draw on internal capabilities and appropriate, acceptable and accessible external resources and support in times of financial adversity. These resources work together to enable financial resilience:

ECONOMIC RESOURCES	FINANCIAL PRODUCTS AND SERVICES	FINANCIAL KNOWLEDGE AND BEHAVIOURS	SOCIAL CAPITAL
<ul style="list-style-type: none"> — Savings — Debt management — Ability to meet living expenses — Ability to raise funds in an emergency — Income level 	<ul style="list-style-type: none"> — Access to a bank account — Access to credit and needs met — Access to insurance and needs met 	<ul style="list-style-type: none"> — Knowledge of financial products and services — Confidence using financial products and services — Willingness to seek financial advice — Proactive financial actions 	<ul style="list-style-type: none"> — Social connections — Access to social support in times of crisis — Access to community and government support when needed

Centre for Social Impact, Financial Resilience in Australia 2016, Australia, 2017 http://www.csi.edu.au/media/Financial_Resilience_Part_One.pdf



Suncorp's approach to developing the RAP

In line with the launch of Suncorp's Corporate Responsibility Framework and Diversity and Inclusion Plan in 2017, Suncorp's Board, including CEO and Managing Director, Michael Cameron, committed to the development of Suncorp's first Reconciliation Action Plan.

As a top-20 Australian listed company with significant resources and extensive networks across metropolitan and regional Australia, Suncorp has a shared responsibility and an important role to play in helping to close the considerable gap between Aboriginal and Torres Strait Islander peoples and all other Australians.

A critical part of this is promoting trust and building rapport through respectful and mutually beneficial relationships, and championing diversity and inclusion in our workplace, reflective of our communities.

Suncorp has partnered with Jawun since 2014, with more than 25 Suncorp employees completing projects with businesses in the West Kimberley region and inner Sydney since that time. In 2017, members of Suncorp's Diversity and Inclusion and Corporate Responsibility teams attended a five-day cultural immersion program 'Yarning Up'. Led by Bond University and accompanied by Aboriginal and Torres Strait Islander leaders, they gained invaluable experience and

insights into the cultural heritage and unique challenges faced by remote Cape York and Torres Strait Islander communities.

Suncorp has been a member of Supply Nation since 2015 however we know we can, and want to do more to drive positive economic and social change for Aboriginal and Torres Strait Islanders throughout our supply chain. In July 2017, Suncorp committed 28% of its spend with office goods supplier, Staples (now Winc) to purchase paper, notebooks and tissues from First Nation stationery and office supplier, Nallawilli Office Wares.

Suncorp's RAP commitment lays the foundations for it to establish more meaningful and long-term relationships and contribute to reconciliation in a structured, relevant and respectful way. Building genuine relationships with First Nations communities and businesses and harnessing a deeper understanding of Aboriginal and Torres Strait Islander peoples throughout our organisation will be critical to achieving positive outcomes.

TIMELINE



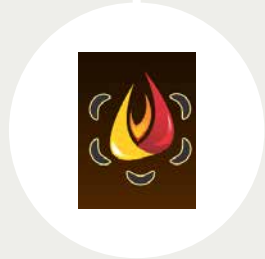
2014
Formed partnership with Jawun



2015
Joined Supply Nation



2017
Commits spend to First Nation stationery supplier, Nallawilli Office Wares



2017 JULY
Joins cultural Immersion program "Yarning up"



2017 AUGUST
Commitment to develop a RAP published



2017 AUGUST
The BlackCard cultural awareness and walking tour



2017 SEPTEMBER
RAP workshop with The BlackCard



2017 SEPTEMBER
Partnered with the Indigenous Internship CareerTrackers Program

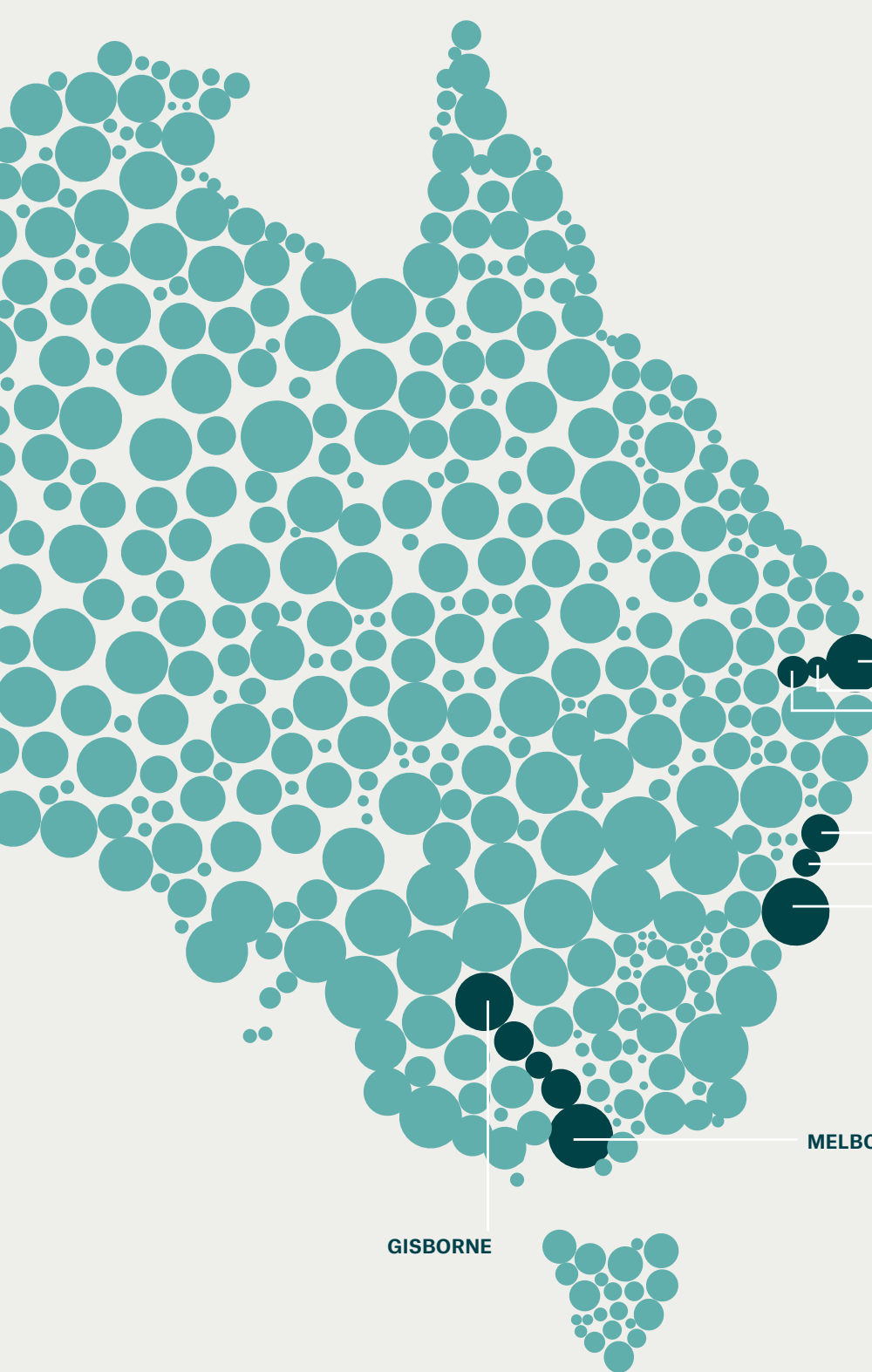


2018 JANUARY - MARCH
RAP artwork produced live from offices



2018 MAY
Suncorp's inaugural RAP launched





A place-based approach

Suncorp will adopt a place-based approach as we embark on our reconciliation journey. The initial areas of focus are aligned to both Suncorp’s key employee centres and Aboriginal and Torres Strait Islander communities which could benefit from further educational, employment and enterprise opportunities. Our areas of focus are the Brisbane to Toowoomba corridor in South East Queensland, communities throughout Western Sydney and the Central Coast of New South Wales through to Newcastle, and Melbourne including the surrounds through to Gisborne, north-west of the city.

BRISBANE
IPSWICH TOOWOOMBA

NEWCASTLE
CENTRAL COAST
WESTERN SYDNEY

MELBOURNE + NORTH WEST

GISBORNE

ENGAGEMENT PROCESS

Suncorp engaged The BlackCard consultancy to deliver an initial cultural awareness workshop with more than 20 Suncorp leaders and employees from across the organisation. The workshop included a cultural walking tour through Brisbane, followed by an in-depth information and discussion forum led by Aboriginal Elders.

A more detailed RAP development workshop followed, made up of twelve representatives from key functions across the business and

those who had expressed interest in joining the RAP Working Group.

This group of people helped shape our RAP in consultation with external advisors and industry experts including The BlackCard, Walking with Wisdom and Reconciliation Australia.

The development of our artwork for our RAP was an important way to engage our employees and build awareness and pride in our RAP in the lead up to its launch. This process also encouraged a number of our Aboriginal and Torres Strait Islander employees to engage in and help shape the direction of our RAP.

Suncorp’s Reflect RAP is championed by Mary-Jane Bellotti, Executive General Manager of Corporate Affairs.

Suncorp’s RAP has been formally endorsed by the:

- Corporate Responsibility and Diversity Councils
- Senior Leadership Team
- Suncorp Board

The RAP Working Group will be supported by a RAP and FIAP Steering Committee who will provide strategic advice and recommendations on the direction and feasibility of the Plan.



Jeremy Donovan developing the artwork with employees in Sydney



Jeremy Donovan meeting with Suncorp CEO and Managing Director, Michael Cameron



‘Yarning Up’ – Tagai State College, Mer Island



Suncorp employee contributing to the Brisbane painting



Suncorp's action areas

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

- 1. Governance and consultation:** defining our approach to the development, implementation and continuous improvement of our Plan.
- 2. Relationships:** building internal and external relationships and raising awareness about our RAP.
- 3. Respect:** building internal cultural awareness and capability: educating our people to better understand and meet the needs of Aboriginal and Torres Strait Islander employees, customers and communities.
- 4. Opportunities – Products and Services:** exploring opportunities to improve the access to suitable, affordable products and services for Aboriginal and Torres Strait Islander peoples.
- 5. Opportunities – Business practice leverage:** considering opportunities to improve the social outcomes of our employment and education, procurement and investment practices.
- 6. Tracking, reporting and learning:** measuring and disclosing the effectiveness of our activities and learning from other participants in the RAP program.

SUNCORP'S ACTION AREAS

1. GOVERNANCE AND CONSULTATION	
2. RELATIONSHIPS	<ul style="list-style-type: none"> – Building internal and external relationships – Raising internal awareness of our RAP
3. RESPECT	<ul style="list-style-type: none"> – Internal cultural awareness and learnings – Establish cultural protocols and build capability of our people
4. OPPORTUNITIES - PRODUCTS AND SERVICES	<ul style="list-style-type: none"> – Improving access to suitable, affordable products and services – Responsible banking and insurance practices
5. OPPORTUNITIES- BUSINESS PRACTICE LEVERAGE	<ul style="list-style-type: none"> – Employment and education pathways at Suncorp – Social procurement – Impact investing
6. TRACKING, REPORTING AND LEARNING	

1.

Governance and consultation

Suncorp will develop authentic consultation and effective governance processes to inform and guide the development and implementation of our 12-month Reflect-level RAP. We will build the cultural awareness and capability of our employees and improve financial and social participation outcomes for Aboriginal and Torres Strait Islander peoples.

Action	Deliverable	Responsibility	Timeframe
1.1 Actively develop, implement, oversee and monitor the RAP	Senior leaders to meet quarterly to oversee development and implementation of the RAP.	Executive Manager - Corporate Responsibility	Quarterly from April 2018
	Report annually to the Senior Leadership Team and external stakeholders on progress achieved against actions in the RAP.	Executive Manager - Corporate Responsibility	August 2018 and April 2019
	Work proactively across Suncorp to engage the business to develop and implement the RAP. Establish monthly Working Group meetings.	Manager, Corporate Responsibility - Social Impact and Community	Monthly from April 2018
1.2 Communicate Suncorp's RAP and commitment to improving the financial and social resilience of Aboriginal and Torres Strait Islander peoples	Publish the RAP online and make information about its progress accessible to all stakeholders through internal and external channels.	Manager, Corporate Responsibility - Social Impact and Community	June 2018

2.

Relationships

Suncorp will build internal and external relationships with Aboriginal and Torres Strait Islander peoples, businesses and community representatives, which will be fundamental to our reconciliation journey.

Action	Deliverable	Responsibility	Timeframe
2.1 Establish a RAP Working Group	Establish a RAP Working Group that is operational to support the implementation of our RAP, comprising Aboriginal and Torres Strait Islander peoples and decision-making staff from across our organisation.	Manager, Corporate Responsibility - Social Impact and Community	April 2018
	Develop a terms of reference for our RAP Working Group.	Senior Lawyer - Finance, Legal and Advice	April 2018
2.2 Build internal and external relationships	Develop a list of key Aboriginal and Torres Strait Islander peoples, communities and organisations within our local areas or sphere of influence that we could approach to connect with on our reconciliation journey.	Manager, Corporate Responsibility - Social Impact and Community	July 2018
	Develop an external stakeholder engagement plan of RAP organisations and other like-minded organisations to approach to connect with on our reconciliation journey.	Manager, Corporate Responsibility - Social Impact and Community	July 2018
2.3 Participate in and celebrate National Reconciliation Week (NRW)	Encourage our employees to attend a NRW event and circulate Reconciliation Australia's NRW resources and reconciliation materials to our workforce nationally.	People Experience Advisor - Talent	27 May - 3 June 2018
	Participate in an external event to recognise and celebrate NRW. Encourage our Corporate Responsibility Council, Diversity Council and RAP Working Group members to engage in a local event.	Manager, Corporate Responsibility - Social Impact and Community	
2.4 Raise internal awareness of our RAP	Develop and implement a communications plan to engage and inform key stakeholders of their responsibilities within our RAP.	Manager, Corporate Responsibility - Social Impact and Community	April 2018

3. Respect

Suncorp will build awareness and capability among our people about Aboriginal and Torres Strait Islander cultures, history, challenges and achievements.

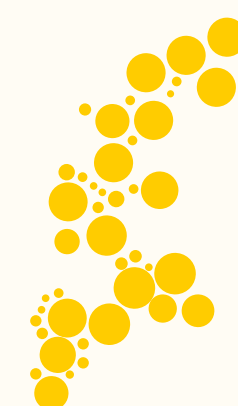
Action	Deliverable	Responsibility	Timeframe
3.1 Investigate Aboriginal and Torres Strait Islander cultural learning and development	Measure our employees' current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.	Executive Manager – Talent	Annually from June 2018
	Conduct a review of cultural awareness training needs within our organisation, including options for a cultural immersion program for the senior leadership team.	Learning Product Owner – People Experience Executive Manager – Talent	December 2018
	Develop a business case for a cultural capability strategy to build our employees' understanding of Aboriginal and Torres Strait Islander peoples' cultures, histories, achievements and aspirations.	Executive Manager – Talent Executive Manager – Corporate Responsibility	April 2019
3.2 Participate in and celebrate NAIDOC Week	Engage with National NAIDOC Committee and the local NAIDOC Committees in Brisbane, Sydney and Melbourne.	Manager, Corporate Responsibility – Social Impact and Community	8-15 July 2018
	Raise awareness and share information with our employees about the meaning of NAIDOC Week, which includes information about local Aboriginal and Torres Strait Islander peoples and communities.	Manager, Corporate Responsibility – Social Impact and Community	
	Introduce our employees to NAIDOC Week by promoting community events in our local areas.	Effectiveness Advisor	
	Corporate Responsibility Council, Diversity Council and RAP Working Group members to participate in an external NAIDOC Week event across our locations.	RAP Working Group Manager, Corporate Responsibility – Social Impact and Community	
3.3 Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	Explore who the Traditional Owners are of the lands and waters in our local areas or sphere of influence.	Senior Lawyer – Finance, Legal and Advice	July 2018
	Scope and develop a list of local Traditional Owners of the lands and waters within our organisation's sphere of influence.	Senior Lawyer – Finance, Legal and Advice	
	Develop and implement a 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.	Manager, Corporate Responsibility – Social Impact and Community	
	Communicate and encourage employees to use Reconciliation Australia's 'Share Our Pride' online tool.	Learning Product Owner – People Experience	



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

Suncorp will explore opportunities to improve the suitability, affordability and accessibility of our financial products, services and solutions, and ways to support financial capability building and counselling for Aboriginal and Torres Strait Islander peoples.

Action	Deliverable	Responsibility	Timeframe
4.1 Explore opportunities across industry and with relevant stakeholders to improve the suitability, affordability and accessibility of financial products, services and solutions and customer experience for Aboriginal and Torres Strait Islander peoples	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 – Home Lending	April 2019
	Explore opportunities to support financial capability building and improved economic participation of Aboriginal and Torres Strait Islander peoples.	Executive Manager – Corporate Responsibility	
	Explore opportunities to improve Suncorp's processes and service standards to enhance customer experience for Aboriginal and Torres Strait Islander peoples.	Executive Manager – Group Customer Relations	



5. 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 their financial and social resilience through economic resources, financial knowledge and behaviours, and social connections.

Action	Deliverable	Responsibility	Timeframe
5.1 Investigate pathways to education and employment for Aboriginal and Torres Strait Islander peoples	Implement Suncorp's Diversity and Inclusion Strategy and create employment opportunities for Aboriginal and Torres Strait Islander peoples, including traineeships, internships and direct employment.	Executive Manager - Talent	April 2019
	Identify current Aboriginal and Torres Strait Islander employees to inform future employment and development opportunities.	People Experience Advisor - Talent	
	Explore opportunities to develop existing or potential community partnerships that provide pathways to education and employment for Aboriginal and Torres Strait Islander peoples.	Manager, Corporate Responsibility - Social Impact and Community	
5.2 Investigate Aboriginal and Torres Strait Islander supplier diversity	Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses.	Manager - Procurement - Performance Management and Governance	April 2019
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.		

6. Tracking, reporting and learning

Suncorp is committed to tracking and transparently reporting progress on our RAP initiatives. We understand the importance of continuous learning as we implement our RAP and will use these learnings to help shape future RAPs.

Action	Deliverable	Responsibility	Timeframe
6.1 Track and report on the RAP progress	Define systems and capability needs to track, measure and report on RAP activities.	Manager, Corporate Responsibility - Social Impact and Community	September 2018
	Define resource needs for RAP development and implementation.		
	Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia.		
	Report progress of RAP initiatives as part of Suncorp's annual reporting suite.		
6.2 Review and Refresh Suncorp's RAP	Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.	Manager, Corporate Responsibility - Social Impact and Community	February - April 2019
	Share Suncorp's updated RAP with Reconciliation Australia for review and endorsement.		

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

suncorpgroup.com.au

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