



ANZ RECONCILIATION ACTION PLAN

OCTOBER 2021 – SEPTEMBER 2022
PROGRESS REPORT



CASE STUDY

SUPPORTING ABORIGINAL AND TORRES STRAIT ISLANDER BUSINESSES

This year, we spent \$12.7 million with Aboriginal and Torres Strait Islander businesses. A large portion of this is attributed to partnerships with Aboriginal and Torres Strait Islander suppliers throughout our office and branch refurbishments.

As part of the planning and implementation of ANZ's new branch design - 'Breathe' - ANZ's designers and other teams, such as Occupational Health and Safety experts, worked in close collaboration with Winya to help develop a bespoke range of furniture, manufactured almost entirely in Australia using local materials and components.

Winya (which means 'sit now' in Wiradjuri dialect) are a Supply Nation and Kinaway certified business with a profit-for-purpose business model supporting Aboriginal and Torres Strait Islander training and employment growth. Purchasing from Winya supports their goal to create genuine Aboriginal and Torres Strait Islander empowerment through a new manufacturing model that links high-quality furniture manufacturers across Australia with Aboriginal and Torres Strait Islander trainees, remote communities and trainee programs in TAFE and Prison. Winya recently achieved the United Nations Global Compact award for Sustainable Development Goals for the Economic Empowerment of Indigenous Peoples, the first Australian business to achieve this award.

Having exceeded our \$6 million by 2024 commitment, our focus remains on driving greater spend and adding Aboriginal and Torres Strait Islander businesses to our supply chain. We have developed an Indigenous sourcing plan that identifies further opportunities to engage Aboriginal

and Torres Strait Islander suppliers across the goods and services we buy. We have also introduced guides and knowledge articles to enable our people to find and buy from Aboriginal and Torres Strait Islander businesses. We will also be looking to develop training for our sourcing teams in conjunction with Supply Nation as we look to drive greater value and outcomes.

In addition to our focus on supporting business-to-business services, we have also increased our efforts to support and promote business-to-customer services. Following a 2-year hiatus due to COVID-19, we were delighted to partner with Kinaway and Supply Nation to host our NAIDOC Week Aboriginal and Torres Strait Islander Business Marketplace in our 833 Collins Street Melbourne office. The buzz in the foyer was tangible with our people exploring and purchasing the goods and services that the 11 participating businesses provide - including art, ceramics, flowers, coffee, toys and clothing.

We also ran our virtual NAIDOC Week Aboriginal and Torres Strait Islander Business Marketplace with 26 businesses participating - some providing exclusive deals for our people. Listening to the feedback from our staff, we have made our virtual marketplace a permanent feature allowing them access to buy from participating businesses all year round.



Above: Winya furniture in an ANZ Breathe branch.

CASE STUDY

MONEYBUSINESS

MoneyBusiness was developed by ANZ in partnership with the Australian Government in 2005 following research which showed financial exclusion was a significant challenge for Aboriginal and Torres Strait Islander people, particularly those living in remote communities. To date, over 85,700 participants have been reached through the program.

This year, we completed an extensive review of MoneyBusiness. The review utilised feedback from MoneyBusiness coaches and included consultation with stakeholders and community professionals working in remote communities.

Updates include refreshed content and training, new topics, a new and more inclusive brand identity and a fresh suite of visual resources. The new resources also represent a transition away from hard copy to digital resources, making it easier for community professionals to access, use and tailor financial education for their Aboriginal and Torres Strait Islander clients living in remote communities.

Feedback from MoneyBusiness coaches on the refreshed program has been positive:

"The MoneyBusiness program is a great educational program designed to reach people; it is respectful and culturally appropriate."

"I've found that the new kits have taken on our suggestions. The kit has been created in a way that can be adaptable to 99% of coaching scenarios."

"I like that the resources use simple language, easily recognisable pictures and can be used in a variety of 'yet to be discovered' ways."

A six-month pause in training, due to the extensive refresh and COVID-19 impacting supply chains and materials production, meant that we were unable to re-start coach training sessions until May, four months before our financial year end. This led to us only partially meeting our RAP commitment to provide at least six MoneyBusiness coach training sessions to community workers and financial counsellors working in remote communities each year. Five training sessions were held during FY22 with a sixth session, initially scheduled for September 2022, postponed due to low participant numbers. Given the unique circumstances of FY22, we do not anticipate this impacting our ability to meet this commitment in future years.



Above: MoneyBusiness coaches attending a training session.



GOVERNANCE

Action	Deliverable	Timeline	Accountability	FY22 Status	FY22 Progress
Establish and maintain an effective RAP Steering Committee (RAP SC) to drive governance of the RAP.	Ensure there is at least one Aboriginal and/or Torres Strait Islander employee representative on the RAP SC.	Sept 2022 Sept 2023 Sept 2024	Secretariat	Met	Representation in place.
	Ensure there is an External Aboriginal and/or Torres Strait Islander Advisor on the RAP SC.	Sept 2022 Sept 2023 Sept 2024	Secretariat	Met	Representation in place.
	Annually review Terms of Reference for the RAP SC.	Sept 2022 Sept 2023 Sept 2024	Secretariat	Met	Terms of Reference reviewed, updated and implemented.
	Meet at least four times per year to oversee implementation of RAP commitments.	Sept 2022 Sept 2023 Sept 2024	Secretariat	Met	RAP Steering Committee met four times throughout FY22 to oversee implementation of RAP commitments.
Establish and maintain an effective RAP Working Group (RAP WG) to drive governance of the RAP.	Ensure there is at least one Aboriginal and/or Torres Strait Islander employee representative in the RAP WG.	Sept 2022 Sept 2023 Sept 2024	Secretariat	Met	Representation in place.
	Annually review Terms of Reference for the RAP WG.	Sept 2022 Sept 2023 Sept 2024	Secretariat	Met	Terms of Reference reviewed, updated and implemented.
	Meet at least four times per year to oversee implementation of RAP commitments.	Sept 2022 Sept 2023 Sept 2024	Secretariat	Met	RAP Working Group met ten times throughout FY22 to oversee implementation of RAP commitments.
Provide appropriate support for effective implementation of RAP commitments.	Annually review and embed resources needed to implement RAP deliverables.	Sept 2022 Sept 2023	Executive Sponsor	Met	Resources and budget required to implement RAP deliverables reviewed and approved for FY23.
	Embed key RAP actions in performance expectations of senior management and all staff.	Sept 2022 Sept 2023 Sept 2024	Inclusion and Talent Manager	Met	Delivery of RAP Commitments has been embedded within ESG Target suite and linked to ANZ's Group Performance Framework.
	Embed appropriate systems and capability to track, measure and report on RAP commitments.	Dec 2022	Inclusion and Talent Manager	Met	Online RAP Progress tracking systems implemented.
	Maintain a RAP executive sponsor from senior management.	Sept 2022 Sept 2023 Sept 2024	Secretariat	Met	RAP executive sponsor in place.
	Australia Division Inclusion team members to document a minimum of 40 hours of learning relating to reconciliation per year.	Sept 2022 Sept 2023 Sept 2024	Inclusion and Talent Manager	Met	All Inclusion Australia team members documented the minimum number of hours (40hrs pro rata) of learning relating to reconciliation in FY22.

Action	Deliverable	Timeline	Accountability	FY22 Status	FY22 Progress
Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	Participate in Reconciliation Australia's RAP Impact Measurement Questionnaire.	Sept 2022 Sept 2023 Sept 2024	Inclusion and Talent Manager	Met	Reconciliation Australia's 2022 RAP Impact Measurement Questionnaire completed.
	Provide all Australia-based employees access to current RAP progress.	Sept 2022 Sept 2023 Sept 2024	Inclusion and Talent Manager	Met	All ANZ employees, regardless of location, can access RAP progress via an online RAP Progress Tracker.
	Continue to participate in Reconciliation Australia's biennial Workplace RAP Barometer and grow ANZ participation by 15% from last survey.	Apr 2022	Inclusion and Talent Manager	Met	Participation in Reconciliation Australia's biennial Workplace RAP Barometer increased by 217% from last survey.
	Report progress summary against our RAP commitments annually in our Environment, Social and Governance (ESG) report.	Dec 2021 Dec 2022 Dec 2023	Inclusion and Talent Manager	Met	A high-level summary of progress against RAP commitments has been outlined in the 2021 and 2022 ESG Supplements.
	Publicly report against our RAP commitments annually, outlining achievements, challenges and learnings.	Dec 2022 Dec 2023	Inclusion and Talent Manager	Met	Progress against RAP commitments, including challenges and lessons learned, has been outlined throughout this report.
	Report against ESG target half yearly to the Ethics and Responsible Business Committee.	June 2022 June 2023 June 2024	Inclusion and Talent Manager	Met	Progress against ESG target reported to Ethics and Responsible Business Committee at quarterly intervals.
	Report against ESG target yearly to the Ethics, Environment, Social and Governance Board Committee.	Dec 2022 Dec 2023	Inclusion and Talent Manager	Met	Progress against ESG target reported to Ethics, Environment, Social and Governance Board Committee at half-yearly intervals.
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP when we are 12 months from expiration of our current RAP.	Sept 2023	Inclusion and Talent Manager	Not Started	



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