

Allianz 

Innovate

# Reconciliation Action Plan (RAP)

July 2021 - July 2023





## Allianz Australia

### Innovate Reconciliation Action Plan July 2021 – July 2023

In the spirit of reconciliation, Allianz Australia acknowledges the Traditional Custodians of Country throughout Australia and their connection to land, sea and community. We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

# Message from Richard Feledy

Managing Director, Allianz Australia

At Allianz, our purpose is 'We secure your future'. It's why we exist. As one of Australia's largest general insurers, we are uniquely positioned to make a positive difference not only to the customers we serve, but also to the communities in which we operate. Our commitment to community and social issues is something that we take very seriously, and the impact we can have reaches far beyond just insurance. This is why I'm delighted to be launching our first Reconciliation Action Plan (RAP).

Our RAP is our pledge to work together with Aboriginal and Torres Strait Islander peoples, organisations and communities to help build prosperity and security for what's ahead. It is also our opportunity to listen and learn from

Aboriginal and Torres Strait Islander peoples, custodians of the lands on which we live and work for more than 50,000 years, in order to make a sustainable contribution towards building reconciliation across our country.

At Allianz diversity, inclusion, respect and belonging are at the core of our culture and help us better understand our customers in order to best serve them. Our aim is to ensure that everyone feels like they belong. We recognise that these principles are fundamental to building trust and collaboration within our Allianz family. We are proud of the strides we've made to date, but we also recognise there is much work yet to be done. Our RAP provides us with a blueprint to furthering inclusion and



reconciliation through meaningful actions, thereby providing our employees and all Australians with confidence in tomorrow.

On a personal note, I would like to thank our Aboriginal and Torres Strait Islander employees, subject matter experts from across Allianz and our partner organisations, as well as the many passionate volunteers who have stepped up and helped shape our commitment to reconciliation.

I look forward to working in partnership with Aboriginal and Torres Strait Islander peoples and organisations to bring to life our commitments to ensure a fairer and more respectful nation.

# Message from Tara Laybutt

Chief Risk Officer, Allianz Australia  
and Executive Sponsor for Reconciliation



As the Executive Sponsor of Reconciliation at Allianz, I am thrilled to be part of the launch of our first Reconciliation Action Plan.

This significant step in our inclusion journey has been made possible by the focus, commitment and passion of many people across Allianz with the expert guidance of our Aboriginal and Torres Strait Islander employees and partners.

Reconciliation is one of our key focus areas in creating an inclusive work environment where our people can be and do their best for our customers and each other. It is an integral part of our

commitment to shaping a future based on mutual respect and belonging.

Like many other Australian businesses, we are challenging ourselves to take meaningful steps towards reconciliation and do what we can to ensure Aboriginal and Torres Strait Islander Australians participate equally and equitably in all areas of life. It is incumbent on all of us to create a place where everyone feels that they belong and are supported at each point in their lives.

As Australians, it is our responsibility to ensure that everyone has a fair

opportunity to build prosperity and feel secure – now and tomorrow.

Our work will initially focus on raising awareness and understanding of the histories and cultures of Aboriginal and Torres Strait Islander peoples, organisations and communities. It will also focus on expanding meaningful employment opportunities for Aboriginal and Torres Strait Islander peoples as well as supporting economic empowerment for all Australians.

I am excited about the road ahead, the difference that Allianz can make and the promise of a better future for all.

**Reconciliation Australia commends Allianz Australia 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 Allianz Australia 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, Allianz Australia 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. Allianz Australia 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 Allianz Australia 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 Allianz Australia on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

**Karen Mundine**

Chief Executive Officer, Reconciliation Australia



# Our **vision** for reconciliation

At Allianz our vision for reconciliation is for Aboriginal and Torres Strait Islander peoples to be respected, included in all facets of society and through the removal of systemic barriers, be empowered to build prosperity and security for themselves, their families and communities.

Leveraging the organisation's values of collaboration and entrepreneurship will enable us to forge strong and sustainable relationships with Aboriginal and Torres Strait Islander communities and organisations, whilst our commitment to inclusion and belonging will provide fair and equitable opportunities for Aboriginal and Torres Strait Islander peoples, employees and customers.

# Our business

Allianz is one of Australia’s largest general insurers, with over 100 years of experience in Australia and New Zealand. Our 5,500 employees provide superior customer services to more than 3.8 million policy holders.

We offer Home, Motor, Commercial and Compulsory Third Party Insurance, as well as being a leading private Workers Compensation and Life Insurer. We also operate in niche markets including Premium Financing, Travel and Pleasure Craft Insurance. Our full suite of products and services enable us to be well positioned in the market to deliver specialist expertise across Australia in securing the future of our customers.

Allianz Australia currently employs 20 people who identify as Aboriginal and Torres Strait Islander, as evidenced by the results of the 2021 Cultural Census. Through our focus on delivering the actions outlined in this plan, we expect this number to increase over the course of the next 24 months.

Our commitment to Diversity, Inclusion and Belonging strongly aligns to our Purpose – “We Secure Your Future”. Our People Attributes of Trust, Customer and Market Excellence, Collaborative Leadership and Entrepreneurship underpin our shared goals and shape our behaviours through every interaction and experience. This commitment creates a space for everyone to be heard, respected and supported on a daily basis.

Since 1998, we have been a wholly owned subsidiary of Allianz SE, one of the leading global providers of insurance, banking and asset management services. Locally, Allianz Australia operates across all states



and territories in addition to regional hubs including:

Sydney <b>Gadigal</b>	North Sydney <b>Cameraygal</b>	Melbourne <b>Wurundjeri</b>
Adelaide <b>Kaurna</b>	Perth <b>Whadjuk</b>	Charlestown <b>Awabakal &amp; Worimi</b>
Darwin <b>Larrakia</b>	Brisbane <b>Jagera</b>	Canberra <b>Ngunnawwal</b>
Geelong <b>Wathaurong</b>	Launceston <b>Palawa</b>	Hobart <b>Nipaluna</b>
Fremantle <b>Whadjuk</b>	Brighton <b>Boon Wurrung</b>	Bunbury <b>Noongar</b>
Murrarie <b>Jagera</b>	Moe <b>Gunaikurnai</b>	

Allianz is an organisation where equality, respect and inclusion underpin our culture and is a place where both Aboriginal and Torres Strait Islander and non – indigenous employees and customers feel that they belong.

# Our RAP

At Allianz, we are proud to be embarking on our Innovate Reconciliation Action Plan. We choose to create a deliberately inclusive workplace that is representative of the customers that we serve and the lands on which we operate. We value and leverage the unique capabilities of our people and see this depth and breadth of experience as fundamental to our business.

As a global insurer and long – term investor, we are focused on sustainable outcomes and how, as a business, we can make the world a more resilient place and secure the future for everyone. Our approach to reconciliation

forms a significant part of this agenda. Allianz recognises that Aboriginal and Torres Strait Islander peoples are, have always been and will always be the Traditional Custodians of the Lands on which we live and operate. As such, we choose to positively engage with Aboriginal and Torres Strait Islander communities and individuals for mutual benefit and understanding.

Our RAP has been developed through the collaborative efforts of subject matter experts from across the organisation, our Indigenous Inclusion Executive Sponsor, Tara Laybutt, Chief Risk Officer and our RAP Working Group (RWG) including employees identifying as Aboriginal and Torres Strait Islander people. Our journey to understanding and learning has also been guided by Nareen Young, Industry Professor at Jumbanna Institute Education and Research at the University of Technology, Sydney, as well as Aunty Munya Andrews and Carla Rogers of Evolve Communities.

The RAP Working Group consists of the following members, including a representative identifying as Aboriginal:

Chief Risk Office and Executive Sponsor for Reconciliation
Diversity and Inclusion Leader
Head of Brand Marketing and Communications, Territory Insurance Office (TIO)
National Risk and Compliance Manager
Service Improvement Leader
CTP State Manager
Remote and Major Claims Team Manager – TIO
TIO Workers Compensation Consultant
Senior Manager, Brand and Partnership
Senior Manager, Customer Advocacy Programs
Head of Third Party Distribution
Territory Manager – NT MAC
GM – Government Services
Diversity and Inclusion Specialist

We aim to advance reconciliation through strong partnerships with Aboriginal and Torres Strait Islander businesses and communities to help create a future of optimism, certainty and a sense of security.

## Awareness Raising and Building Respectful Relationships

At Allianz, we recognise that our commitment to and focus on inclusion and supporting respectful relationships is key in bringing our people together. Each year, Allianz celebrates diversity and inclusion with a month – long showcase during the month of March. Each week of Diversity and Inclusion Month aligns with significant days on the diversity calendar and provides the opportunity for our people to share stories and experiences and raise awareness of key focus areas across the organisation.

In 2021, our path to reconciliation was featured during Diversity and Inclusion Month to coincide with National Closing the Gap Day. A live – streamed event provided employees from across the country, the opportunity to participate in an awareness session led by Aunty Munya Andrews – Bardi woman, anthropologist, lawyer and an accomplished and influential voice in her community, and Carla Rogers, a highly respected program designer and facilitator and founder of Evolve Communities.

Also showcased during Diversity and Inclusion Month were stories of Allianz employees who identify as Aboriginal or Torres Strait Islander people. The medium of storytelling provided a meaningful opportunity for colleagues to share their experiences of discovery of their ancestry and cultural bonds and the impact that their heritage has made to their sense of self.



# Our commissioned artwork



Our bespoke commissioned artwork is by emerging contemporary Aboriginal artist Hayley Pearson. Originally from Darwin, Northern Territory, Hayley identifies as a Bardi Jawi woman and is currently living in Broome Western Australia. She started painting three years ago through the Broome Girls Academy School Art Program and with the assistance of her academy teachers and mentors. Her love of her culture comes from her great Grandmother who is the matriarch of Hayley's family.

Hayley was commissioned to create the artwork for Allianz's first RAP following a recommendation from Allianz employee, Philip Walters. Philip, who had been following Hayley's work on social media for a while, recommended her because of the unique, modern and beautiful artwork that Hayley was creating – "I was very impressed with how amazing the story telling is in Aboriginal art and the particular pieces that Hayley was creating. Her entrepreneurship as a young artist is admirable and she is amazingly talented."

Not only will Hayley's artwork be represented on our RAP document, but the original piece of art will take pride of place in our new Sydney office at Brookfield Place, thereby being a physical and daily reminder of our commitment to reconciliation.

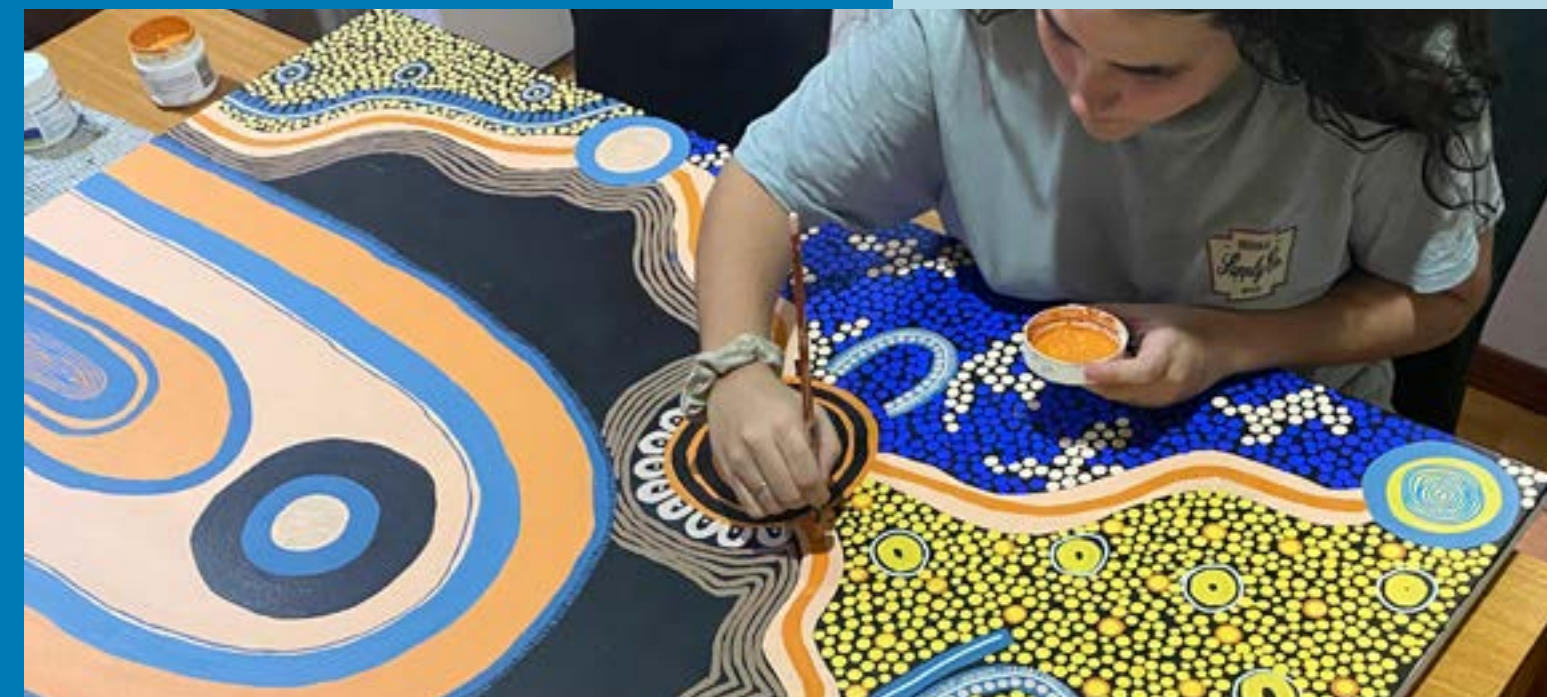


## The artwork as explained by Hayley Pearson, artist:

At the centre of the painting is Allianz – growing, developing and progressing towards reconciliation. The three larger areas at the top of the painting represent the three goals we are striving towards – Equality, Respect and Inclusion.

The tracks between these areas represent the connection between our goals and the path that we need to take within our sphere of influence to make a sustainable difference to our customers and our communities.

The dots in the painting signify the different Aboriginal and Torres Strait Islander Custodians of the Lands on which we work and live.



## Relationships

At Allianz, we recognise that our ability to build strong and trusting relationships with Aboriginal and Torres Strait Islander peoples and communities is at the core of our reconciliation journey. Our commitment to building connections, sharing experiences and developing authentic partnership with Aboriginal and Torres Strait Islander peoples and organisations will allow us to reach our reconciliation goals and make an authentic and lasting impact for our employees, customers and the communities in which we operate.



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
① Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders.	→ Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	September 2021, 2022	Head of Brand, Marketing Communications, TIO (Territory Insurance Office)
	→ Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders.	October 2021, 2022	Diversity and Inclusion Leader
② Build relationships through celebrating National Reconciliation Week (NRW).	→ Circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees.	May 2022, 2023	HR Business Partner, supported by the Diversity and Inclusion team and the Internal Communications Specialist
	→ RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2022, 2023	Diversity and Inclusion Specialist
	→ Encourage and support employees and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2022, 2023	RAP Executive Sponsor
	→ Organise at least one NRW event each year.	27 May – 3 June 2022, 2023	Diversity and Inclusion Specialist supported by the Head of Brand, Marketing Communications, TIO
	→ Register all our NRW events on Reconciliation Australia's NRW website.	May 2022, 2023	Diversity and Inclusion Specialist

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
③ Promote reconciliation through our sphere of influence.	→ Implement strategies to engage our employees in reconciliation.	August 2021, 2022, 2023	Diversity and Inclusion Leader supported by the Social Impact Manager
	→ Communicate our commitment to reconciliation publicly.	July 2021, 2022, 2023	Employee Branding Manager
	→ Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	June 2022	Brand and Partnership Manager
	→ Collaborate with other like – minded organisations to develop ways to advance reconciliation.	April 2022, 2023	Diversity and Inclusion Leader
	→ Include an overview of the RAP as part of the employee induction process.	October 2021	Diversity and Inclusion Leader
④ Promote positive race relations through anti-discrimination strategies.	→ Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2021, 2022, 2023	Diversity and Inclusion Specialist
	→ Develop, implement and communicate an anti-discrimination policy for our organisation.	November 2021	Diversity and Inclusion Specialist supported by the Internal Communications Specialist
	→ Engage with Aboriginal and Torres Strait Islander employees and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	November 2021	Diversity and Inclusion Leader
	→ Educate senior leaders on the effects of racism.	November 2021, 2022, 2023	RAP Executive Sponsor
	→ Host a screening of the Final Quarter for employees and facilitate a discussion following the film utilising the associated resources.	March 2022	Diversity and Inclusion Specialist



## Respect

We are committed to raising awareness amongst our employees of the heritage, histories, cultures and achievements of Aboriginal and Torres Strait Islander peoples and communities. As an insurance company, we recognise that we have much to learn from the Traditional Custodians of the Land and their approach to Country. We commit to upholding respectful dealings with Aboriginal and Torres Strait Islander peoples and communities as we celebrate and appreciate the world’s oldest living culture and invite our people to be vocal and visible champions of reconciliation.



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
⑤ Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	→ Conduct a review of cultural learning needs within our organisation.	September 2021	Learning & Development Partner, Supported by the Diversity and Inclusion Leader
	→ Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.	September 2021	Diversity and Inclusion Leader
	→ Develop, implement and communicate a cultural learning strategy for our employees.	January 2022	Diversity and Inclusion Leader, supported by the Internal Communication Specialist
	→ Provide formal and structured cultural learning opportunities for RAP Working Group members to support their function as champions of our RAP commitments.	September 2021, 2022, 2023	Diversity and Inclusion Leader
	→ Investigate local cultural immersion experiences for employees in each office.	April 2022	Diversity and Inclusion Specialist
	→ Hold reconciliation awareness and cultural immersion experiences for Senior Management Team, Extended Leadership Team and RAP Committee.	September 2021, March 2022, March 2023	Diversity and Inclusion Leader

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
⑥ Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	→ Increase employee’s understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2021, 2022, 2023	Diversity and Inclusion Specialist
	→ Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	July 2021	Internal Communication Specialist
	→ Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	July 2021, March 2022, 2023	Diversity and Inclusion Specialist
	→ Include an Acknowledgement of Country or other appropriate protocols at the commencement of high profile meetings.	August 2021, 2022, 2023	Internal Communication Specialist
⑦ Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	→ RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2022, 2023	Head of Brand, Marketing Communication TIO, supported by the Diversity and Inclusion Specialist
	→ Review HR policies and procedures to remove barriers to employees participating in NAIDOC Week.	August 2021, June 2022, 2023	Diversity and Inclusion Specialist
	→ Promote and encourage participation in external NAIDOC events to all employees.	First week in July 2021, 2022, 2023	Internal Communication Specialist
	→ Investigate volunteering opportunities with Aboriginal and Torres Strait Islander charities during NAIDOC Week each year	July 2022, 2023	Diversity and Inclusion Leader, supported by the Social Impact Manager

## Opportunities

At Allianz, we believe that Aboriginal and Torres Strait Islander peoples should have fair and equitable access to social, economic and employment opportunities. We commit to doing our part within our sphere of influence to support Aboriginal and Torres Strait Islander peoples to achieve self – determination. We pledge to work in collaboration with Aboriginal and Torres Strait Islander peoples and businesses to provide meaningful and relevant opportunities across the many facets of our business and remove the barriers to full participation.



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
⑧ Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	→ Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	July 2021, 2022, 2023	Diversity and Inclusion Leader, supported by People Attraction Advisor
	→ Engage with Aboriginal and Torres Strait Islander employees to consult on our recruitment, retention and professional development strategy.	September 2021	Diversity and Inclusion Leader
	→ Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	February 2022	Diversity and Inclusion Leader, supported by People Attraction Advisor
	→ Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	April 2022	People Attraction Advisor
	→ Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	March 2022	Diversity and Inclusion Leader, supported by the People Attraction Advisor
	→ Increase the percentage of Aboriginal and Torres Strait Islander people employed in our workforce.	April 2023	Diversity and Inclusion Leader, supported by the People Attraction Advisor
	→ Identify opportunities within our business for Aboriginal and Torres Strait Islander students considering a career in Finance and Insurance.	April 2022, 2023	Diversity and Inclusion Leader, supported by the Early Career Program Specialist

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
⑨ 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.	November 2022	Service Improvement Manager – Procurement
	→ Investigate Supply Nation membership.	January 2023	Diversity and Inclusion Leader
	→ Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to employees.	January 2023	Service Improvement Manager – Procurement
	→ Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	November 2021	Service Improvement Manager – Procurement, supported by the Diversity and Inclusion Leader
	→ Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	March 2023	Service Improvement Manager – Procurement
⑩ Remove barriers and empower our Aboriginal and Torres Strait Islander customers to build prosperity and security by improving the service delivery of Allianz products to Aboriginal and Torres Strait Islander customers.	→ Investigate best practice for providing insurance products and services to Aboriginal and Torres Strait Islander customers.	April 2022, 2023	Diversity and Inclusion Leader supported by the Customer Advocacy Manager
	→ Investigate culturally appropriate ways to understand the insurance requirements of Aboriginal and Torres Strait Islander customers to inform improvements to products and service delivery.	November 2021, 2022	Diversity and Inclusion Leader supported by the Products Development team



## Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
⑪ Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	→ Maintain Aboriginal and Torres Strait Islander representation on the RWG.	July 2021	Diversity and Inclusion Leader
	→ Establish and apply a Terms of Reference for the RWG.	July 2021	RAP Executive Sponsor
	→ Meet at least four times per year to drive and monitor RAP implementation.	February, May, August, November 2021, 2022, 2023	Diversity and Inclusion Leader
⑫ Provide appropriate support for effective implementation of RAP commitments.	→ Define resource needs for RAP implementation.	July 2021, 2022, 2023	Diversity and Inclusion Leader
	→ Engage our senior leaders and other employees in the delivery of RAP commitments.	July 2021	RAP Executive Sponsor, supported by the Diversity and Inclusion Leader
	→ Define and maintain appropriate systems to track, measure and report on RAP commitments.	July 2021	Diversity and Inclusion Specialist
	→ Appoint and maintain an internal RAP Executive Sponsor from senior management.	July 2021, 2022, 2023	Diversity and Inclusion Leader
⑬ 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.	30 September 2022, 2023	Diversity and Inclusion Leader
	→ Report RAP progress to all employees and senior leaders quarterly.	December 2021	Diversity and Inclusion Leader
	→ Publicly report our RAP achievements, challenges and learnings, annually.	September 2022, 2023	Corporate Communication Manager, supported by the Diversity and Inclusion Specialist
	→ Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2022	Diversity and Inclusion Leader
⑭ Continue our reconciliation journey by developing our next RAP.	→ Register via Reconciliation Australia's website to begin developing our next RAP.	December 2022	Diversity and Inclusion Leader



**Contact**

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