



EnergyAustralia
Reconciliation Action Plan
2016-2017





EnergyAustralia
acknowledges Aboriginal
and Torres Strait Islander
peoples as the traditional
custodians of this country
and acknowledges their
connection to culture,
land and community.



Our business

EnergyAustralia provides gas and electricity to households and businesses across Victoria, New South Wales, South Australia, Queensland and the Australian Capital Territory.

We source energy from the wholesale market as well as our generation portfolio of coal and gas-fired power stations and renewable energy sources. We also offer our customers the opportunity to generate and manage their own electricity with the installation of solar systems and battery storage.

As one of the country's leading energy businesses, supporting communities is important to us. We partner with organisations across communities where we operate, focusing on local projects as well as helping people who are experiencing hardship.

Headquartered in Melbourne, and employing more than 2000 people, EnergyAustralia is a wholly-owned subsidiary of CLP, one of the largest power businesses in the Asia Pacific and one that has reliably provided electricity to Hong Kong for over 100 years.

www.energyaustralia.com.au

Our Reconciliation Action Plan (RAP)

Vision

To make a positive difference within EnergyAustralia, amongst our customers and in the broader community through reconciliation.



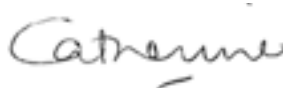
Our first Reconciliation Action Plan is a major, exciting milestone for EnergyAustralia. It is the link between our commitment to reconciliation and our business strategy.

Until now, EnergyAustralia has not been focused on Aboriginal and Torres Strait Islander participation and engagement. As the managing director of this major national company, I understand it is the fair expectation of stakeholders that we will make a contribution to reconciliation and play a part in helping to close the gap in outcomes for Aboriginal and Torres Strait Islander peoples and communities. But prompts from stakeholders aren't why we are starting on this path. We are starting because we believe we can play a role and we want to do the right thing, in line with our values. Building and launching our Reflect RAP enables us to give Aboriginal and Torres Strait Islander engagement and participation focus internally, to make a public commitment and to be held to account for the results.

We are excited to continue our relationships with the Port Adelaide Football Club Aboriginal AFL Academy, with the Wunan Foundation and with Recognise. Our RAP will also open the door to new relationships in coming years.

I thank our RAP Working Group for their efforts. In particular, I acknowledge Tanya Hosch, our Working Group's external advisor, for her insights and encouragement. I also acknowledge our Corporate Executive Rick Woods for leading the team to this point and for taking us forward as we start implementation.

If we all turn our heads and say reconciliation is for someone else to be concerned with, then as a country, we will never become truly reconciled and open to the opportunities that brings. Reconciliation is a process of change that we all need to own, whether as an individual, a business or an industry. This is why I am so committed and want to play my role in helping to achieve our RAP vision.

A handwritten signature in dark ink that reads "Catherine".

Catherine Tanna
Managing Director

RAP Working Group

We acknowledge the role the Working Group has played in developing EnergyAustralia's first RAP.

Rick Woods,
Corporate Executive
(Chair)

Tanya Hosch,
External Advisor

David Burt,
Senior Business Partner
Energy

Justin Courmadias,
Procurement Leader
Energy

David Donelly,
Community Engagement
Lead

Bianca Graham,
Stakeholder Engagement
Lead

Briar Hall,
Customer Vulnerability &
Recovery Leader

Scott McDermott,
Communications Lead

**Nicholas Mullins and
Martine Tongourian,**
Digital Marketing Leads

Jenny Odgers,
Social Enterprise Leader

Simone Parry,
Capability Lead

Jade Torcasio,
Sponsorship Advisor

David Walker,
Executive Business
Manager



Reconciliation Australia congratulates EnergyAustralia on the endorsement of its first Reconciliation Action Plan (RAP), which will build the foundations for the relationships, respect and opportunities essential to reconciliation.

In adopting a Reflect RAP, EnergyAustralia is pledging to improve understanding of Aboriginal and Torres Strait Islander histories and cultures, and support for its commitment to reconciliation among staff and stakeholders. The Reflect RAP will assist EnergyAustralia to develop a solid RAP governance model and build the business case for future commitments to cultural learning, practising cultural protocols, and promoting Aboriginal and Torres Strait Islander employment.

EnergyAustralia has a history of supporting communities. That these efforts align with its values and business strategy, stands EnergyAustralia in good stead to make progress across the key domains of reconciliation – relationships, respect and opportunities.

In this first RAP, EnergyAustralia has demonstrated a keen commitment to further develop and strengthen relationships with key Aboriginal and Torres Strait Islander peoples, communities and organisations. We see this where EnergyAustralia moves to communities, including Traditional Owners, in a spirit of mutual trust and respect. In this, EnergyAustralia moves to enhance understanding and respect for Aboriginal and Torres Strait Islander cultures and in turn, reconciliation.

On behalf of Reconciliation Australia, I commend EnergyAustralia on its Reflect RAP and look forward to following its reconciliation journey.

A handwritten signature in black ink, appearing to read 'Justin Mohamed'.

Justin Mohamed
Chief Executive Officer
Reconciliation Australia

Our RAP

The driving force behind our RAP is EnergyAustralia's commitment to diversity and inclusion. Our Diversity & Inclusion Council has, as one of its areas of focus, Indigenous engagement and participation and it is through the RAP that we will bring this area to life. Actions we are committing to in our RAP are all centred around EnergyAustralia's three values: our customers are our priority, we lead change and we do the right thing. Our RAP vision speaks to our values and shows our willingness to work together with our employees, our customers, our communities and Aboriginal and Torres Strait Islander peoples more broadly to take positive steps towards reconciliation.

This is our first RAP and it reflects where we are as an organisation. We have a way to go as represented by the fact that we are yet to put a process in place to enable our Aboriginal and Torres Strait Islander employees to choose to self-identify. However, we have been ambitious and set ourselves some deliverables beyond what is usually expected to be included at this stage. Those deliverables are indicated by the filled bullet points and appear on a light background. Whilst we commit to starting work on these within the period of this RAP, it is likely many will carry over into our Innovate RAP. Unfilled bullets are essential Reflect RAP deliverables.

Our values

**Customers are
our priority**

**We do the
right thing**

**We lead
change**

Diversity & Inclusion

The purpose of EnergyAustralia's Diversity & Inclusion program is to build an inclusive culture so that everyone can bring their whole selves to work and have a sense of belonging.

Areas of focus

Keeping You Connected

Connecting
parents on leave to
EnergyAustralia and
working parents to
their families

Prism Network

Celebrating our
LGBTI+ colleagues
and allies

Domestic Violence awareness

Providing resources,
processes and support
for employees

Reconciliation Action Plan

Increasing our
Indigenous
engagement and
participation across
the business



Relationships

Build genuine and long term connections with Traditional Owners of the country in which we operate and the broader Aboriginal and Torres Strait Islander communities.

Action	Deliverable	Timeline	Responsibility
1. Continue to operate a RAP Working Group	<ul style="list-style-type: none"> Ensure Aboriginal and Torres Strait Islander peoples are represented on the Working Group Ensure decision-making employees from across the organisation are represented on the Working Group Oversee the development, endorsement and launch of the RAP Actively monitor RAP development and implementation of actions, tracking progress, reporting and meet at least quarterly Establish Terms of Reference for the RAP Working Group 	Deliver December 2017 Deliver July 2016 Deliver December 2016	Social Enterprise Leader
2. Build internal and external relationships so that we may build positive long-term connections with local Aboriginal and Torres Strait Islander people and organisations	<ul style="list-style-type: none"> Scope and develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our sphere of operations that we could approach to connect with on our reconciliation journey Develop a list of RAP organisations and other like-minded organisations, especially those who are our customers, that we could approach to connect with on our reconciliation journey Establish an internal relationship owner at each site and identify a key contact with the Traditional Owner formalised association. Work towards regular communication which delivers mutual value Encourage Traditional Owners (via formalised associations) to participate in community consultation groups as a member Continue, and strengthen, EnergyAustralia's relationship with the Port Adelaide Football Club Aboriginal AFL Academy, with Wunan Foundation and with Recognise Participate in Indigenous community organisation networks that will assist EnergyAustralia build its capacity to meet its RAP commitments, including the Business Council of Australia's Business Indigenous Network 	Deliver June 2017 Commence by June 2017 Review progress December 2017	Senior HR Business Partner Energy and Stakeholder Engagement Lead
3. Participate in and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Encourage our staff to attend a NRW event Raise awareness by circulating Reconciliation Australia's NRW resources and reconciliation materials to our staff. RAP Working Group to take part in an external event to recognise and celebrate NRW Consider partnering to support a NRW event, or make a contribution to an event through in-kind support, including staff volunteering 	Deliver 27 May - 3 June 2017	Communications Lead Corporate
4. Raise internal awareness of our RAP	<ul style="list-style-type: none"> Develop and implement a plan to: <ul style="list-style-type: none"> raise awareness amongst all staff across the organisation about our RAP and its commitments. Help to provide employees with a good understanding of the importance of reconciliation and the role that we can play Inform key internal stakeholders of their responsibilities within our RAP Identify key dates and utilise to communicate, using available channels, the launch of our RAP and its progress Identify opportunities across mainstream business channels to communicate about RAP and to help employees understand how we do business Educate staff and customers on the Recognise campaign 	Deliver December 2016 Commence by December 2016 Review progress June 2017	Communications Lead Corporate
5. Raise external awareness of our RAP	<ul style="list-style-type: none"> Publish the RAP on external facing communication channels Equip employees with the RAP for external distribution to our stakeholders Present the RAP to our external community consultation groups across the sites 	Commence by December 2016 Review progress June 2017	Communications Lead Corporate and Community Engagement Lead

○ essential Reflect RAP deliverable

● deliverables to commence during this Reflect RAP



Respect

Recognise and embrace Aboriginal and Torres Strait Islander peoples and cultures in the way we work.

Action	Deliverable	Timeline	Responsibility
6. Investigate Aboriginal and Torres Strait Islander cultural learning and development	<ul style="list-style-type: none"> ○ Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation ○ Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievement ○ Review cultural awareness training needs within our organisation 	Deliver December 2017	Capability Lead
7. Ensure EnergyAustralia policies reflect our RAP commitments	<ul style="list-style-type: none"> ● Review and update internal policies to ensure alignment with RAP commitments ● Review and update our external Hardship* policy to reflect society and our approach to our vulnerable customers ensuring we gather input from Aboriginal and Torres Strait Islander peoples in our review process 	Commence by December 2016 Review progress June 2017	Capability Lead, Procurement Leader Energy and Customer Vulnerability & Recovery Leader
8. Participate in and celebrate NAIDOC Week	<ul style="list-style-type: none"> ○ Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities ○ Introduce our staff to NAIDOC Week by promoting community events in our local area ○ RAP Working Group to take part in an external NAIDOC Week event 	Deliver July 2017	Communications Lead Corporate and Stakeholder Engagement Lead
9. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	<ul style="list-style-type: none"> ○ Explore who the Traditional Owners are of the lands and waters in our local areas ○ Scope and develop a list of local Traditional Owners of the lands and waters within our organisation's sphere of operations ○ Develop and implement cultural protocols and guidelines which include information about Acknowledgement of Country and Welcome to Country ceremonies (including any local cultural protocols) 	Deliver June 2017	Senior HR Business Partner Energy, Stakeholder Engagement Lead and Community Engagement Lead
	<ul style="list-style-type: none"> ● Display Aboriginal and Torres Strait Islander flags at our operations 	Commence by June 2017 Review progress December 2017	
10. Raise internal understanding of local Aboriginal history at EnergyAustralia sites	<ul style="list-style-type: none"> ○ Working with local Traditional Owners, identify opportunities to inform employees of the cultural heritage sites and artefacts protected at our sites 	Commence by June 2017 Review progress December 2017	Senior HR Business Partner Energy

*Hardship is when you'd like to pay your energy bill but, because of your financial situation, you can't.

○ essential Reflect RAP deliverable

● deliverables to commence during this Reflect RAP



Opportunities

Grow Aboriginal and Torres Strait Islander participation across our business.

Action	Deliverable	Timeline	Responsibility
11. Investigate Aboriginal and Torres Strait Islander employment with the outcome that we increase Aboriginal and Torres Strait Islander employment participation across the business	<ul style="list-style-type: none"> ○ Develop a business case and strategy to increase Aboriginal and Torres Strait Islander employment within our organisation ○ Engage with existing Aboriginal and Torres Strait Islander staff around increasing employment participation and development 	Deliver December 2017	Capability Lead
	<ul style="list-style-type: none"> ● Implement a process to ensure individuals who choose to identify as Aboriginal or Torres Strait Islander are recorded within our HR information system 	Commence by June 2017 Review progress December 2017	Capability Lead
12. Investigate Aboriginal and Torres Strait Islander supplier diversity with the outcome that we increase our supply chain diversity by increasing Indigenous business spend	<ul style="list-style-type: none"> ○ Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses. With that understanding, develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses 	Deliver June 2017	Procurement Leader - Energy and Stakeholder Engagement Lead
	<ul style="list-style-type: none"> ● Investigate ways of working with Supply Nation ● Agree and implement uniform language in tender documents and Responsible Procurement Policy Statements to identify if a tenderer is an Aboriginal and Torres Strait Islander business or uses Indigenous businesses in the provision of its goods or services ● Determine which of our current key suppliers have RAPs ● Develop a better understanding of site environmental land management opportunities for local Indigenous organisations ● Understand our carbon offset opportunities for Indigenous carbon and country initiatives 	Commence by December 2016 Review progress June 2017	Procurement Leader - Energy and Stakeholder Engagement Lead
13. Make a positive impact to Aboriginal and Torres Strait Islander communities through access to energy	<ul style="list-style-type: none"> ● Develop a better internal understanding of electricity supply issues and needs in regional and remote Indigenous communities 	Commence by June 2017 Review progress December 2017	Stakeholder Engagement Lead
14. Make a positive impact through Social Enterprise programs	<ul style="list-style-type: none"> ● Encourage relevant Indigenous organisations and organisations that have a focus on supporting Indigenous peoples to apply for our community grants operating at our sites ● Profile relevant Indigenous organisations and organisations that have a focus on supporting Indigenous peoples through our matched workplace giving 	Commence by January 2017 Review progress December 2017	Social Enterprise Leader
15. Make a positive impact through fostering Aboriginal and Torres Strait Islander businesses	<ul style="list-style-type: none"> ● Develop a project proposal on how EnergyAustralia would support Indigenous businesses through energy supply and other opportunities 	Commence by December 2016 Review progress December 2017	Leader Customer Vulnerability & Recovery and Stakeholder Engagement Lead

○ essential Reflect RAP deliverable

● deliverables to commence during this Reflect RAP

Tracking and Progress

Action	Deliverable	Timeline	Responsibility
16. Build support for the RAP	<ul style="list-style-type: none"> ○ Define resource needs for RAP development and implementation ○ Define systems and capability needs to track, measure and report on RAP activities 	Deliver by December 2016	Stakeholder Engagement Lead
17. Demonstrate continued commitment to delivering our RAP outcomes by reporting publicly on progress	<ul style="list-style-type: none"> ○ Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia ○ Identify milestones to communicate progress against RAP initiatives 	30 September annually (RA) Deliver by December 2017	Social Enterprise Leader and Communications Lead Corporate
18. Review and Refresh RAP	<ul style="list-style-type: none"> ○ Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements ○ Submit draft RAP to Reconciliation Australia for formal review and endorsement 	Commence July 2017 Deliver December 2017	Social Enterprise Leader

○ essential Reflect RAP deliverable

The artwork features a central circular core composed of a dense pattern of small white dots on a green background. From this core, several broad, overlapping bands of varying shades of green radiate outwards, creating a sunburst or fan-like effect. The bands are separated by lighter green areas, also filled with a sparse pattern of dots. The overall composition is dynamic and organic, suggesting a connection to nature and energy.

EnergyAustralia Artwork

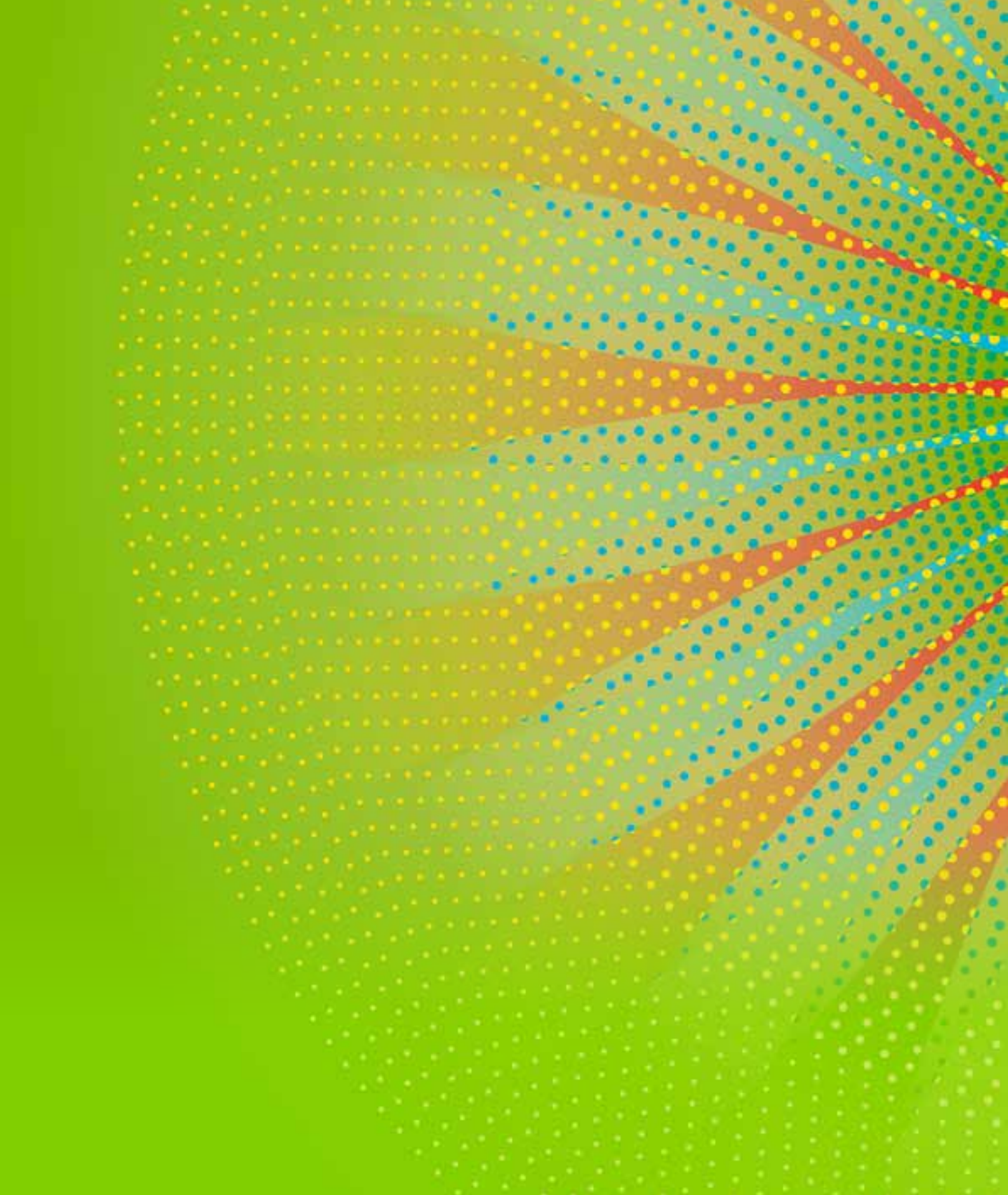
This original artwork was created by Marcus Lee, a proud Aboriginal descendant of the Karajarri people, to express EnergyAustralia's commitment to Aboriginal and Torres Strait Islander participation and engagement.

"The circular core represents Aboriginal and Torres Strait Islander communities connected to country through radiating coloured pathways reflecting land, rivers and ocean. With dual meanings, the core also extends, connecting to energy through the red, blue and yellow radiating channels."

A stylized, handwritten signature in black ink, appearing to read 'Marcus Lee'.

Marcus Lee

Designer: Marcus Lee Design
Printer: Deadly Design
Both companies are certified suppliers with Supply Nation.



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