



ActewAGL

ActewAGL Joint Venture Reconciliation Action Plan

October 2021 – September 2022



RECONCILIATION
ACTION PLAN

REFLECT



Message from our CEO

As a local business with a long history in Canberra and the capital region, we understand the responsibility we have in contributing to the region's inclusive and diverse cultures. The development of our first Reflect RAP is a significant way we can make a positive impact.

We know we have work to do to progress reconciliation within ActewAGL and our wider community and our Reflect RAP is just the beginning. By taking this step, we are making a firm commitment to reconciliation—to better understanding what it means and how we can contribute.

Our RAP has been developed with consultation from the wider organisation and it provides a strong framework to guide us and deliver change. We are committed to building strong relationships, respect and opportunities within ActewAGL and beyond, and to progress this further in future RAPs.

I look forward to working with Reconciliation Australia, our RAP Working Group and colleagues across the Joint Venture as we commence our reconciliation journey.

John Knox
Chief Executive Officer, ActewAGL



Message from Reconciliation Australia

Reconciliation Australia welcomes ActewAGL to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

ActewAGL joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with over 2.3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance. →



Message from Reconciliation Australia

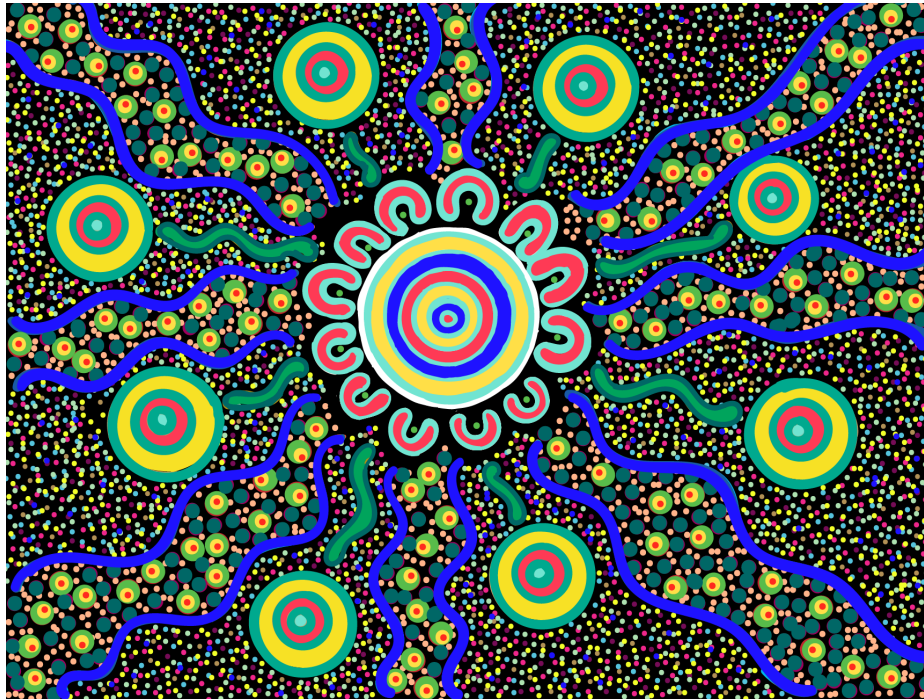
It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables ActewAGL to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations ActewAGL, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

About our RAP artwork



The Energy of Connection

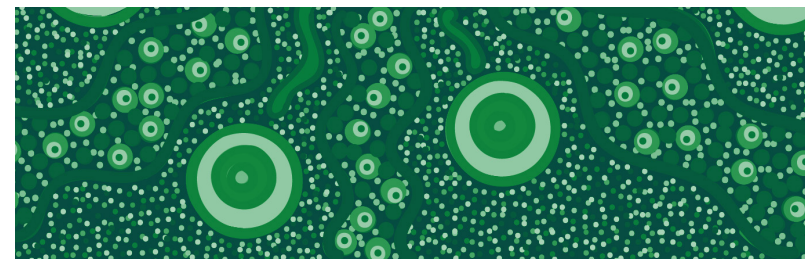
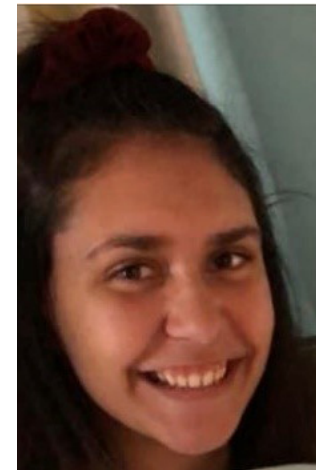
The Campsite in the middle represents the entire Community. The Green lines that flow from the Campsite are the energy lines that flow out to the Sacred Sites in Ngunnawal Country. From these sites we draw energy and power from our Mother Earth and Father Sky.

The Blue Lines represent the connecting Water ways. Inside the connecting water ways are the Traditional Owners "The Ngunnawal People."

Every other small dot represents the many Nations and many People that also connect to Ngunnawal Country and the Energy and Power they bring to give life to the Community.

About the artist

Shaenice Allan is a Ngunnawal, Bundjalung & Kamilaroi Artist. She has been painting for 15 years, telling the stories that are told to her. Shaenice's paintings represent and connect to the Land of her people's. The stories are an important part of Shaenice's Art. They describe the many stories, the many pathways and the many lines that connect her to Mother Earth.



Our business

ActewAGL, along with our predecessors, has been supplying reliable essential services to the Canberra region for over 100 years. We are the largest energy supplier in the Canberra region and are focused on providing our customers with access to safe, sustainable, reliable and affordable energy.

The ActewAGL Joint Venture is one the ACT's largest employers, currently employing over 700 employees. Our operations are delivered from Canberra across three office locations. We also have a significant mobile workforce in our Evoenergy crews who work to maintain the energy networks across the Canberra region. Our employees can voluntarily provide diversity and inclusion information and seven of our employees who have volunteered this information, identify as Aboriginal and/or Torres Strait Islander people.

The ActewAGL Joint Venture is made up of two partnerships:

DISTRIBUTION PARTNERSHIP

ActewAGL Distribution is owned 50 per cent each by Icon Water Limited and Jemena Ltd via subsidiary companies.

ActewAGL Distribution owns and operates the electricity network in the ACT and the gas networks in the ACT, Queanbeyan, Jerrabomberra, Bungendore and Nowra, under the brand name 'Evoenergy'. Evoenergy supplies electricity to over 200,000 residential and business customers across the ACT and 146,000 gas customers in the ACT and NSW.

Distribution services include asset strategy and planning functions, technical regulatory standards, customer solutions, program development and delivery, and corporate services.

RETAIL PARTNERSHIP

ActewAGL Retail is owned 50 per cent each by Icon Water Limited and AGL Energy Ltd via subsidiary companies.

ActewAGL Retail sells electricity and natural gas, along with managing customer service and marketing functions in a competitive market. ActewAGL Retail currently provides energy to residential and business customers in the ACT and nearby centres including Queanbeyan, Goulburn, Yass, Young, Nowra and Bega.

Culture, Diversity and Inclusion

We understand that behind our successes are the people who make it happen. We are an Equal Opportunity Employer who embraces and fosters a culture that supports diversity, inclusion and respect. Our people come to us with diverse skills, experiences, perspectives and backgrounds, reflective of the diverse community we service. In 2019 we commenced a new culture journey, designed to gain a clear understanding and appreciation of how we all like to work and communicate, and the principles that guide how we collaborate and share knowledge.

Our hope is that our Reflect RAP will facilitate a connection between our existing culture journey and our reconciliation journey, and further expand and inform our diversity and inclusion strategy.

Our RAP

As one of the ACT's largest employers, we recognise our responsibility in contributing to reconciliation of the Canberra region and the wider nation. We are developing our first RAP to take steps towards reconciliation and create change not just for our business, but also for our customers and community.

ActewAGL's RAP demonstrates a tangible commitment to raising the profile, awareness, and understanding of Aboriginal and Torres Strait Islander peoples and communities within the business. Further, incorporating a RAP into business-as-usual allows us to develop a common understanding of all our stakeholders, leading to more well-informed staff who can serve the whole community with confidence and pride. We are approaching our RAP with the intention of learning and growing and have set some clear deliverables to contribute to reconciliation.

Our commitments

- ✓ We are committing to strengthening **relationships** by learning more about our First Nations stakeholders, participating in reconciliation events and actively promoting reconciliation and positive race-relations internally and externally.
- ✓ We are committing to building **respect** by learning about and observing cultural protocols, celebrating NAIDOC week and building on our existing land management practices.
- ✓ We are committing to increasing **opportunities** through exploring targeted recruitment opportunities and opening the door to First Nations suppliers.
- ✓ **Governance** is key to ensuring we are held accountable. We are committing to reporting our progress to Reconciliation Australia and maintaining effective internal protocols through the establishment of a RAP Working Group and RAP Champion.



RAP Working Group

We have established a RAP Working Group to drive and govern the implementation of our RAP and the development of future RAPs. One of the first key deliverables for this team is to establish First Nations representation to ensure our actions are culturally appropriate and best practice.

Our RAP Working Group is made up of people from across the ActewAGL Joint Venture who are passionate about reconciliation and whose roles allow them to enact meaningful change. This includes representatives from Corporate Affairs, Retail Staying Connected, Retail Partnerships and Community Support, Procurement, Evoenergy Environment and Evoenergy Communications.

RAP Champion

To further advocate for our RAP at an Executive level, Tania Hutchison, General Manager People & Legal, is our RAP Champion. Tania will be the go-to person for all things RAP-related, working closely with the RAP Working Group and the Executive team to ensure our RAP stays on track.

Our people

As part of developing our RAP, we wanted to gain insight into what reconciliation means to our people. Here's what they had to say:

- *"Reconciliation is actively acknowledging, celebrating and making efforts to represent Aboriginal and Torres Strait Islander peoples and their cultures."*
- *"Recognition of First Nation peoples as the Traditional Owners of the land we live, work and play on."*
- *"Reconciliation for me means to amplify Aboriginal and Torres Strait Islander voices, valuing their cultures and peoples, and moving forward to achieve justice."*
- *"It means acknowledging the past but working together on the investment of our futures."*
- *"Acknowledging and focusing on bridging the gap and actively listening to the issues and collaboratively working to fix them."*
- *"Learning about Aboriginal and Torres Strait Islander cultures and listening to their leaders about the needs within their communities."*
- *"Reformation"*

Our reconciliation journey is just beginning and by taking this first step with our Reflect RAP, we can build momentum and start to make meaningful change.

We also asked them what outcomes they hope to see from our RAP:

- *"A strong commitment to take action to achieve reconciliation goals within the business."*
- *"A plan that drives meaningful change and actively promotes diversity within our workplace."*
- *"Improved understanding and appreciation of Aboriginal and Torres Strait Islander peoples, cultural matters and cultural heritage."*
- *"Engagement with the Traditional Owners of the Canberra region."*
- *"More Aboriginal and Torres Strait Islander peoples working in our organisation, and a more respectful culture."*
- *"Improved services for Aboriginal and Torres Strait Islander peoples in our community."*
- *"Practical action and not just good intention."*



Our partnerships/ current activities

Community partnerships and grants

At ActewAGL, we have a strong focus on giving back to our community and supporting people within our region. While we partner with and support many local charities, low-income and not-for-profit organisations, we are yet to focus explicitly on Aboriginal and Torres Strait Islander stakeholders and addressing their specific needs. Our Reflect RAP provides us with the opportunity to identify where we can be making a difference and what groundwork we need to put in place to support Aboriginal and Torres Strait Islander stakeholders within our sphere of influence.

Land management practices and engagement with Representative Aboriginal Organisations

Evoenergy currently consults with Representative Aboriginal Organisations and archaeologists about any network projects relating to Aboriginal places and objects in the ACT. This includes identifying opportunities to protect, celebrate and educate our staff and the community about cultural heritage values and good land management practices around our assets.

ActewAGL customer engagement

Following feedback and collaboration with community groups in our region, we have begun work on a project to open a dedicated call line in the ActewAGL contact centre for Aboriginal and Torres Strait Islander customers and facilitate energy education programs for Aboriginal and Torres Strait Islander community groups. The further development of this body of work will be incorporated into our RAP and will remain a key focus for our Retail team.

Relationships

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	February 2022	Procurement Specialist
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	February 2022	Procurement Specialist
	Engage in and strengthen relationships with Aboriginal and Torres Strait Islander customers and stakeholders within our sphere of influence.	August 2022	Procurement Specialist
	Continue working on project to open a dedicated call line in the ActewAGL contact centre for Aboriginal and Torres Strait Islander customers and facilitate energy education programs for Aboriginal and Torres Strait Islander community groups.	April 2022	Staying Connected Hardship Officer
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff via our existing communications channels.	May 2022	Media and Corporate Communications Officer
	RAP Working Group members to participate in an external NRW event.	27 May–3 June, 2022	RAP Working Group Chair
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May–3 June, 2022	RAP Working Group Chair
	Host an internal NRW event.	27 May–3 June, 2022	Group Manager Corporate Affairs
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	October 2021	Media and Corporate Communications Officer
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	April 2022	Partnership and Community Support Manager
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	April 2022	Partnership and Community Support Manager
	Promote and communicate our commitment to reconciliation through our social media channels and marketing campaigns.	October 2021, ongoing	Retail Brand and Marketing Manager, Evoenergy Communications Officer
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	April 2022	General Manager People and Legal
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	April 2022	General Manager People and Legal

Respect

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	October 2021	RAP Working Group Chair
	Conduct a review of cultural learning needs within our organisation.	April 2022	Group Manager Organisational Capability and Culture
2. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	December 2021	Manager Environment and Technical Regulatory Compliance
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols through the delivery of a learning module and resources on intranet.	September 2022	Media and Communications Officer, Group Manager Organisational Capability and Culture
	Develop the wording for an Acknowledgement of Country for our business.	October 2021	RAP Working Group Chair
	Explore the inclusion of Acknowledgement of Country and Traditional Place names on our public-facing websites, documents and customer letters and consult with Traditional Owners and/or Aboriginal Land Council for cultural authority.	September 2022	Evoenergy Communications Officer Partnership and Community Support Manager
3. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week via our existing communications channels.	June 2022	Media and Corporate Communications Officer
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2022	Media and Corporate Communications Officer
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2022	RAP Working Group Chair
4. Demonstrate respect for the value of Aboriginal and Torres Strait Islander land management practices.	Develop procedures for the protection of Aboriginal and Torres Strait Islander cultural heritage, that includes requirements to educate staff and the community about cultural heritage values and good land management practices around Evoenergy assets.	December 2021	Manager Environment and Technical Regulatory Compliance
	Engage with Aboriginal and Torres Strait Islander teams for revegetation and rehabilitation programs for projects.	Ongoing Review progress April 2022	Manager Environment and Technical Regulatory Compliance

Opportunities

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a strategy for Aboriginal and Torres Strait Islander employment within our organisation.	February 2022	Group Manager Talent Sourcing
	Run a recruitment campaign specifically aimed at increasing Aboriginal and Torres Strait Islander employment and opportunities at ActewAGL and Evoenergy.	September 2022	Group Manager Talent Sourcing
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	August 2022	RAP Working Group Chair
2. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	December 2021	Procurement Specialist
	Investigate Supply Nation membership.	September 2022	Procurement Specialist

Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	April 2022	Media Liaison
	Draft a Terms of Reference for the RWG.	October 2022	RAP Working Group Chair
	Ensure First Nations consultation during RAP implementation prior to permanent representation on the RWG.	November 2021	RAP Working Group Chair
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	April 2022	RAP Working Group Chair
2. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2022	RAP Working Group Chair
	Engage senior leaders in the delivery of RAP commitments.	November 2021	RAP Working Group Chair
	Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2022	RAP Working Group Chair
3. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September annually	RAP Working Group Chair
4. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	April 2022	RAP Working Group Chair



ActewAGL

Contact details

ActewAGL Media
Phone: 0414 515 359
Email: media@actewagl.com.au



**RECONCILIATION
ACTION PLAN**

REFLECT